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APPENDIX A

iShip.com

Enterprise Desktop Client Functional Specifications

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1. Table of Contents

1. TABLE OF CONTENTS	2
2. TABLE OF ILLUSTRATIONS	3
3. INTRODUCTION.....	5
3.1. PURPOSE.....	5
3.2. SCOPE.....	5
4. COMMON FEATURES.....	6
4.1. SECURITY	6
4.2. APPLICATION PAGES	6
4.3. BUTTON BEHAVIOR.....	8
4.4. AFFILIATE CO-BRANDING.....	10
4.5. HELP/FAQs.....	11
4.6. ERROR BEHAVIOR	11
4.7. CITY, STATE, ZIP VALIDATION	12
4.8. RATING.....	12
4.8.1. Preparation.....	12
4.8.2. Shipping Charges and Delivery Times.....	34
4.9. LIST BEHAVIOR.....	40
5. REGISTRATION.....	42
5.1. REGISTRATION	42
5.1.1. General.....	42
5.1.2. Requirements	42
5.1.3. Address Information	43
5.1.4. More Information	45
5.1.5. Carrier Account Information	47
5.1.6. Registration Complete	48
5.1.7. Affiliate Registration.....	49
6. HOME	50
6.1. LOGON	50
6.1.2. Log Out.....	50
6.2. UNIFIED LOGON	51
6.3. PASSWORD RECOVERY	51
7. MY ISHIP	54
7.1.1. Welcome.....	54
7.1.2. Address Book	56
7.1.3. Saved Packages.....	61
7.1.4. Setup Wizard.....	63
7.1.5. Preferences	63
8. PRICE IT	76
8.1. LOGGED ON USERS	76
8.2. LOGGED OFF USERS	80
8.3. QUICKPRICE	81

9. SELL IT	83
9.1. LOGGED ON USERS	83
9.2. LOGGED OFF USERS	90
10. SHIP IT	91
10.1.1. Standard	91
10.1.2. Without Rate Grid	97
11. TRACK IT	100
11.1.1. Navigation	100
11.1.2. One-Field Tracking	100
11.1.3. Tracking History (logged on users only)	105

2. Table of Illustrations

ILLUSTRATION 1: STANDARD APPLICATION PAGE	6
ILLUSTRATION 2: SAVE	9
ILLUSTRATION 3: SAVE ERROR	10
ILLUSTRATION 4: ERROR PAGE	11
ILLUSTRATION 5: FROM POSTAL CODE	12
ILLUSTRATION 6: SHIPPING DESTINATION	13
ILLUSTRATION 7: BUSINESS/RESIDENCE CHOICE	14
ILLUSTRATION 8: NUMBER OF PACKAGES	14
ILLUSTRATION 9: PACKAGES IN SHIPMENT	14
ILLUSTRATION 10: PACKAGE WEIGHT AND TYPE	15
ILLUSTRATION 11: ADVANCED PACKAGE OPTIONS	18
ILLUSTRATION 12: SHIPPING OPTIONS	21
ILLUSTRATION 13: DROP OFF LOCATOR	25
ILLUSTRATION 14: FREIGHT PICKUP OPTIONS	26
ILLUSTRATION 15: FREIGHT DELIVERY OPTIONS	27
ILLUSTRATION 16: HANDLING CHARGES	28
ILLUSTRATION 17: SHIPPING ADDRESSES	29
ILLUSTRATION 18: PAYMENT	32
ILLUSTRATION 19: SHIPPING CHARGES AND DELIVERY TIMES	34
ILLUSTRATION 20: SHIPPING CHARGES	36
ILLUSTRATION 21: SUMMARY OF SHIPMENT INFO	37
ILLUSTRATION 22: SUMMARY OF PACKAGE INFO (SINGLE PACKAGE)	38
ILLUSTRATION 23: SUMMARY OF PACKAGE INFO (MULTIPLE PACKAGES)	38
ILLUSTRATION 24: PACKAGE SUMMARY	38
ILLUSTRATION 25: SHIPPING OPTIONS	39
ILLUSTRATION 26: HIGHLIGHTED ROW	41
ILLUSTRATION 27: REGISTRATION REQUIREMENTS	42
ILLUSTRATION 28: REGISTRATION ADDRESS	43
ILLUSTRATION 29: REGISTRATION MORE INFORMATION	45
ILLUSTRATION 30: CARRIER ACCOUNT INFORMATION	47
ILLUSTRATION 31: REGISTRATION COMPLETE	48
ILLUSTRATION 32: LOG ON	50
ILLUSTRATION 33: PASSWORD RECOVERY	51
ILLUSTRATION 34: PASSWORD RECOVERY	52
ILLUSTRATION 35: PASSWORD RECOVERY (SUCCESS)	52
ILLUSTRATION 36: PASSWORD RECOVERY (FAILURE)	53
ILLUSTRATION 37: MY iSHIP WELCOME PAGE	54
ILLUSTRATION 38: ADDRESS BOOK LIST VIEW	56
ILLUSTRATION 39: ADDRESS BOOK EDIT VIEW	58
ILLUSTRATION 40: LOCATIONS LIST VIEW	59

ILLUSTRATION 41: ADDRESS BOOK SELECT VIEW	60
ILLUSTRATION 42: PREFERENCES START PAGE.....	64
ILLUSTRATION 43: PREFERENCES -- ACCOUNT INFO.....	65
ILLUSTRATION 44: DEACTIVATE ACCOUNT	66
ILLUSTRATION 45: DEACTIVE ACCOUNT	67
ILLUSTRATION 46: PREFERENCES -- PASSWORD	68
ILLUSTRATION 47: PREFERENCES -- CARRIER INFO	69
ILLUSTRATION 48: PREFERENCES -- DROP OFF LOCATIONS.....	70
ILLUSTRATION 49: PREFERENCES -- PACKAGE OPTIONS	71
ILLUSTRATION 50: PREFERENCES -- SHIPPING OPTIONS.....	72
ILLUSTRATION 51: PREFERENCES -- APPLICATION	73
ILLUSTRATION 52: PREFERENCES -- PAYMENT.....	74
ILLUSTRATION 53: PRICE IT START PAGE.....	76
ILLUSTRATION 54: PRICE IT SHIPPING ESTIMATE	78
ILLUSTRATION 55: QUICK PRICE (SHOWN WITH QUICK TRACK).....	81
ILLUSTRATION 56: CREATE LINK	85
ILLUSTRATION 57: SELL IT PRO	86
ILLUSTRATION 58: BUYER OPTIONS	87
ILLUSTRATION 59: BUYER RATE GRID.....	88
ILLUSTRATION 60: PREVIEW RATES	89
ILLUSTRATION 61: PREVIEW RATES	89
ILLUSTRATION 62: SHIP IT START PAGE	91
ILLUSTRATION 63: SHIP IT PACKAGE INFO.....	93
ILLUSTRATION 64: UPS LABEL	95
ILLUSTRATION 65: TRAVELER.....	96
ILLUSTRATION 66: SUCCESS PAGE	97
ILLUSTRATION 67: ONE-FIELD TRACKING.....	100
ILLUSTRATION 68: RESULTS FOR TRACK MULTIPLE PACKAGES	101
ILLUSTRATION 69: RESULTS WITH ERROR FOR TRACK MULTIPLE PACKAGES	101
ILLUSTRATION 70: TRACKING RESULTS	102
ILLUSTRATION 71: TRACK IT ERROR PAGE	104
ILLUSTRATION 72: TRACKING LOGS	105

3. Introduction

3.1. PURPOSE

The Desktop Client follows the life cycle of the Price It, Sell It, and Track It tools. Ship It and Preferences have been added and Price It, Sell It, and Track It have added functionality for logged on users.

The focus of the new features is improved choice, ease of use for the end user, greater flexibility in configuration for co-brands, and ease of navigation.

3.2. SCOPE

The Desktop Client replaces the functionality of the logged on web site (Wolverine). This specification covers Registration, Log On, Home, Preferences, Price It, Sell It, Ship It, and Track It.

The Desktop Client will be configurable for use as Personal Shipper (targeted at SOHO customers and home users), Small Business Edition, and Enterprise Edition.

4. Common Features

4.1. SECURITY

1. Any page where potentially confidential information is entered or transmitted will be secure.
 - 1.1. Log On
 - 1.2. Registration
 - 1.3. User Preferences
 - 1.4. Ship It pages

4.2. APPLICATION PAGES

The screenshot shows a web-based application interface for shipping. At the top, there's a navigation bar with links for My iShip, Price It, Ship It, Track It, Sell It, and Help. Below the navigation, a section titled "Carrier Rates and Delivery Times" is displayed. This section includes a "Rate Grid" for UPS services, a "Delivery Times" table, and a "Shipping Charges" form. The "Shipping Charges" form contains fields for Shipment Info (originating from iShip.com in Bellevue, WA 98006), Package Info (three packages weighing 2 lb 2 oz each), Shipping Options (drop off/pickup at my location, handling charges 10%, ship date THUR - 11/11/99), and Pickup Options (residential). At the bottom right, there's a "TRUSTe" logo.

	FRI 12 NOV 99	SAT 13 NOV 99	SUN 15 NOV 99	TUE 16 NOV 99	WED 17 NOV 99	THU 18 NOV 99	FRI 19 NOV 99	SAT 20 NOV 99
UPS	\$13.48	\$14.56	\$18.98	\$14.74	\$14.74	\$14.74	\$14.74	\$14.74
Next Day Air Early AM	8:30am							
Next Day Air	10:30am							
Next Day Air Saver	3:00pm							
2nd Day Air AM	12:00pm							
2nd Day Air	End of Day							
2nd Day Select	End of Day							
Ground	End of Day							

[Why are some of the services not active?](#) [Why are some of the carriers not active?](#) [Email this quote.](#)

[Show Retail Rates](#)

Shipping Charges:

Shipment Info: [Change](#) | **No. of Packages:** 1 | **Destination:** [The Moon's](#)
Origin: iShip.com
Bellevue, WA 98006 Procter, WA 99350
United States

Package Info: Click on the weight link to view the package's summary | **Package #1:** Letter | **Package #4:** Letter
[View Weight](#) | **Package #2:** 2 lb 2 oz | **Package #5:** 2 lb
[View Weight](#) | **Package #3:** Letter | [View Weight](#)

Shipping Options: [Change](#) | **Drop Off/Pickup:** My location | **Pickup Options:** -- | **Delivery Options:** Residential
Handling Charges: 10% | Ship Date: THUR - 11/11/99

[Price Another](#) [Save](#) [Back](#) [Edit](#) [Done](#)

Illustration 1: Standard application page

1. Applications will be displayed within a consistent framework consisting of:
 - 1.1. Border

- 1.2. The iShip logo will be displayed at the top left of the border.
 - 1.2.1. On supported browsers, when the user hovers over the iShip logo, a marketing message will appear.
 - 1.2.2. The marketing message will be a configurable item.
- 1.3. Page Title
 - 1.3.1. The page title shall be the same as the title on the Navigation Bar.
 - 1.3.2. Each page shall include an appropriate meta tag.
- 1.4. Application Navigation
 - 1.4.1. Navigation tabs will display at the top right of the application border.
 - 1.4.1.1. The tabs will include:
 - 1.4.1.1.1. My iShip
 - 1.4.1.1.2. Price It
 - 1.4.1.1.3. Ship It
 - 1.4.1.1.4. Track It
 - 1.4.1.1.5. Sell It
 - 1.4.1.1.6. Help
 - 1.4.1.1.7. Only applications available to the user shall appear on the menu bar.
 - 1.4.1.2. The application currently in use will be highlighted.
 - 1.4.2. The navigation menu for the current application will appear on the right of the application pages.
 - 1.4.2.1. Navigation menu items unavailable to the user will be grayed out.
 - 1.4.2.2. Log On or Log Off will appear on each application navigation menu.
 - 1.4.3. An "In Process" section on the navigation bar will include the first five shipments saved by the user in that application as pending items.
- 1.5. At the bottom of the navigation bar will display:
 - 1.5.1. Link to having trouble page
 - 1.5.2. Link to questions or comments form
 - 1.5.3. TrustE logo
 - 1.5.3.1. The TrustE logo will link to the iShip.com privacy policy.
- 1.6. The iShip.com copyright notice will be appear on the bottom of each page.
- 1.7. Buttons
 - 1.7.1. Buttons will be displayed at the bottom right hand of the application page, within the border.
2. The user will be able to navigate freely among application pages.
 - 2.1. If the user has entered enough information to view a particular application page, the page will be accessible via the right-hand navigation menu.
 - 2.1.1. If the user has not entered information allowing the user access to a particular application page, the item on the navigation menu will be grayed out.
 - 2.2. Selecting a navigation item outside of the application will cancel any unfinished activities within the application.
 - 2.2.1. Leaving an application will bring up an alert box notifying the user that he will lose all information entered.
 - 2.2.2. The alert box will allow the user to cancel and return to the current application.
3. Application Start pages
 - 3.1. Selecting an application will bring the user to an application start page.
 - 3.1.1. Price It
 - 3.1.2. Ship It
 - 3.1.3. Preferences

- 3.1.4. Sell It
- 3.2. The start page will show all data elements to be entered in that application.
 - 3.2.1. The user will be able to jump to any application page from the start page.
 - 3.2.2. The user's entries will be displayed hard coded on the start page.
 - 3.2.3. Each section of each start page will include
 - 3.2.3.1. Change link
 - 3.2.3.1.1. The change link will take the user to the appropriate wizard page for that application section.
 - 3.2.3.2. Reset to defaults link
 - 3.2.3.2.1. The reset link will reset all data elements in the application section to the user's defaults.
 - 3.2.3.2.2. If no defaults are selected, the data elements will be left blank.
- 3.3. If the user has preferences relevant to any field in the application, those defaults will be displayed.
- 3.4. The user will always be able to return to the application start page from the application navigation bar.
 - 3.4.1. The application start page will reflect additions and changes made by the user within the application.
- 3.5. When the user has selected not to use the application start page, the first page of the application will display when the user selects the application.

4. Field labels

- 4.1. Required fields will be indicated with a Bold Blue label
- 4.2. Non-required fields will be indicated with a Black label
- 4.3. For unsupported browsers, all fields required under some circumstances but not others will be denoted with a Bold Black label.

4.3. BUTTON BEHAVIOR

- 1. Cancel
 - 1.1. When a user is not logged in and the user clicks on Cancel:
 - 1.1.1. An alert box will notify the user that he will lose all information entered.
 - 1.1.2. The alert box will allow the user to cancel and return to the current application.
 - 1.1.2.1. If the user cancels, he will be returned to his last location in the current application.
 - 1.1.2.2. If the user clicks OK, the user will be sent to the URL defined by the affiliate as the return on cancel page.
 - 1.1.2.2.1. If no return on cancel page has been defined, the user will be returned to the affiliate page from which he entered the site.
 - 1.1.2.2.2. If we are unable to send the user to the referring page, when the user clicks on Cancel, the user will be returned to www.iship.com.
 - 1.1.2.2.2.1. In supported browsers, the Cancel button will also warn the user that clicking on the button will not take him to the page from which he entered the site.
 - 1.2. When the user is logged in and the user clicks on Cancel:
 - 1.2.1. An alert box will notify the user that he will lose all information entered.
 - 1.2.2. The alert box will allow the user to cancel and return to the current application.
 - 1.2.2.1. If the user cancels, he will be returned to his last location in the current application.
 - 1.2.2.2. If the user clicks OK, the user will be returned to the My iShip page.
 - 2. Next
 - 2.1. When the user clicks on Next, the page will validate all user information.

2.2. If all elements pass validation, the user will be taken to the next page in the wizard order.

3. Back
3.1. When the user clicks on Back, the user will be taken to the previous page in the wizard order.

4. Done
4.1. When the user clicks on Done, the user will be sent to the URL defined by the affiliate as the return on Done page.
4.1.1. If no Return on Done page has been defined, the user will be returned to the affiliate page from which he entered the site.
4.1.2. If we are unable to send the user to the referring page, the user will be returned to www.iship.com.

4.2. When the user is logged in and the user clicks on Done, the user will be returned to the My iShip Welcome page.

5. Close
5.1. Supported browsers: When a dialog is opened in a new window, the Close button will close the window and return the user to his previous location.
5.2. Unsupported browsers: When a dialog is opened into the existing window, the Close button will return the user to the previous page at his previous location.

6. Save

6.1. A pop-up window will be displayed:

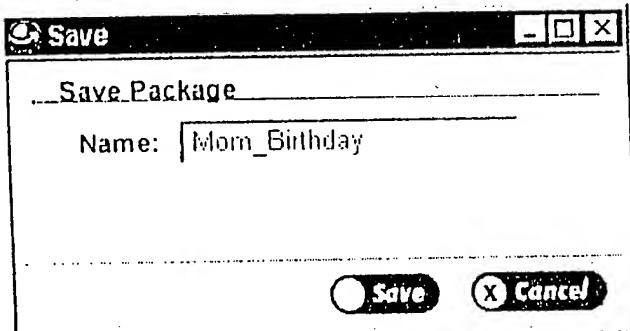


Illustration 2: Save

6.1.1. Text: Save <type of item>
6.1.2. Nickname text box
6.1.3. Store in Saved Packages? check box
6.1.3.1. Yes: The shipment will be stored as a saved package.
6.1.3.2. No: The shipment will be saved as a pending item.
6.1.4. Buttons
6.1.4.1. Save
6.1.4.1.1. When the user saves as a pending item, the shipment will
6.1.4.1.1.1. Be stored in the database.
6.1.4.1.1.2. Be reported in the Pending tab of Track It history.
6.1.4.1.1.3. Be displayed in the "In Process" section of the appropriate application's navigation bar.
6.1.4.1.1.4. If the item was created in Price It, it will be displayed on the Price It navigation bar.
6.1.4.1.1.5. If the item was created in Ship It, it will be displayed on the Ship It navigation bar.
6.1.4.1.1.6. If the item was created in Sell It, it will be displayed on the Sell It navigation bar.
6.1.4.1.1.7. Only the first five saved items will be displayed in the In Process section.

6.1.4.1.2. If the name already exists when the user selects Save, an error message will be displayed: "You already have a shipment named <Nickname>. Click Save to overwrite the existing shipment. OR Type a new name in the Nickname field."

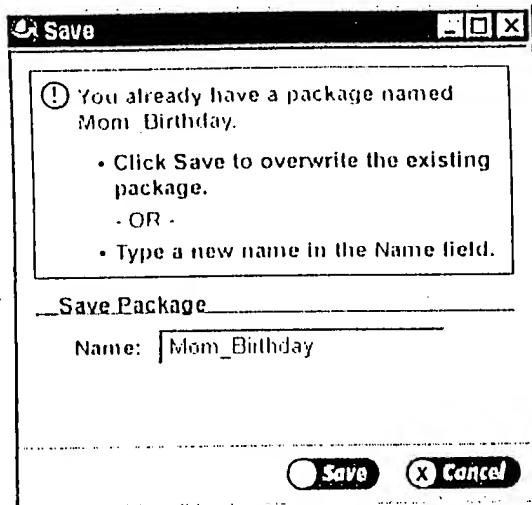


Illustration 3: Save Error

6.1.4.2. Close

6.1.5. If the name entered by the user matches a previously existing entry in the application, an alert dialog will notify the user of the conflict. The user will be given the choice of

6.1.6. OK: Overwrite the existing entry.

6.1.7. Cancel: Return to the Save dialog box

6.1.7.1. The focus will be given to the Name text box.

7. Reset

7.1. If there is stored information in the database for any field on the current page, the current information in the field will be replaced with the stored information.

7.2. If there is not stored information in the database for a field, the entries in that field will be deleted.

7.3. The user will be returned to the first field on the page.

7.4. No information on any other page will be affected.

8. Show Rates

8.1. All package-level required information will be validated.

8.2. Shipment-level options not entered will be populated with defaults.

8.3. The Shipping Charges and Delivery Times page will be displayed.

4.4. AFFILIATE CO-BRANDING

1. When a user enters iShip.com from an Enterprise or affiliate site, each page of the Desktop Client will render with all co-branding elements.
2. Co-branding elements may include
 - 2.1. Affiliate navigation elements (top and/or bottom)
 - 2.2. An affiliate logo
 - 2.3. Affiliate colors
 - 2.4. Affiliate fonts.
 - 2.5. Affiliate text:
 - 2.5.1. The affiliate may change all references to "buyers" with a word of their choice.
3. The iShip.com logo will appear on every page.
4. Affiliate co-branding will be controlled by the affiliate module of the Administration client.

4.5. HELP/FAQS

1. Context sensitive help
 - 1.1. Each section on each page will have a Help link.
 - 1.2. The Help link will lead to an FAQ page directly related to the page section.
 - 1.3. Each FAQ page will link to further help information.
2. Standard Help
 - 2.1. Clicking on Help on the top menu bar will take the user to a Help application.

4.6. ERROR BEHAVIOR

The screenshot shows the 'iShip.com' website with the URL 'http://www.iship.com/preferences/accountinfo'. The page title is 'Preferences - Account Information'. At the top, there are navigation links: 'My IShip', 'Price It', 'Ship It', 'Track It', 'Sell It', and 'Help'. Below the title, there is a message: 'One or more required fields are incomplete or invalid. Please enter or correct the required information.' A bullet point below it says: 'The ZIP/Postal Code you entered is not valid'. The form fields are as follows:

Account Information:	IShip Account Number:	MX4I57	(Help)
User Name:	LoryK		
Contact Name:	Lory Krell		
Company:	iShip.com		
Street:	3535 Factoria Blvd SE		
Room/Floor:	Suite 500		
Department:			
City:	Bellevue		
State:	WA - Washington		
ZIP Code:	98005		
Telephone:	(425)502-1848		
E-mail Address:	lory@iship.com		

Below the form, there are two checkboxes:
 Receive shipping information updates.
 Receive shipping notifications via e-mail.

At the bottom right, there are 'Save' and 'Cancel' buttons, and a 'TRUSTe' logo.

Illustration 4: Error page

1. When any page fails validation:
 - 1.1. On supported browsers, the application will place the focus on the first incomplete or incorrect field in the tab order.
 - 1.1.1. On supported browsers, any input field with errors will display with a changed background color.
 - 1.2. If any field is incomplete, the application will display an error message "One or more required field are incomplete. Please enter the required information."
 - 1.2.1. On supported browsers, any incomplete input fields will display with a changed background color.
 - 1.2.2. If some fields are incomplete and some fields are invalid, the invalid error message shall take precedence over the incomplete error messages.
 - 1.3. If any field fails validation, the appropriate error message will be displayed.
2. Error message format.
 - 2.1. Above the field with the error, a larger general error message will be displayed in red.
 - 2.2. One line below the general error message, a more specific error message will be displayed in red.

4.7. CITY, STATE, ZIP VALIDATION

1. When the user enters a ZIP code in any postal code field, the city and state on future pages will be pre-populated based on the ZIP code.
 - 1.1. If there is more than one possible city associated with the ZIP code, the city choices will be offered in a drop down list.
 - 1.2. The user will only be required to select a city when the city field is required.
2. When the user enters a city and state but no ZIP code, the postal code field on future pages will be pre-populated based on the city and state.
 - 2.1. If there is more than one possible ZIP code associated with the city and state, the ZIP code choices will be offered in a drop down list.
 - 2.2. The user will only be required to select a ZIP code when the postal code field is required.
3. The availability of this option is configurable by the Administrator.

4.8. RATING

4.8.1. Preparation

1. The user will be able to select items from a Saved Packages list, which will pre-populate all fields the user has populated for that Saved Package item.
 - 1.1. The Saved Package list will be accessible from the Application Start Pages of Price It, Sell It, and Ship It.
 - 1.2. The Saved Package list will be accessible from the Package pages of Price It, Sell It, and Ship It.
2. The elements listed here will be used in rating and shipping a package. Specific elements will be referred to in Price It, Sell It, and Ship It.
3. From Postal code text box.

Shipping ORIGIN:	ZIP Code: <input type="text" value="98006"/> 98125, for example	Drop Off Locator
NOTE: iShip.com currently supports packages shipped from the U.S. only.		

Illustration 5: From postal code

- 3.1. The text box will allow the entry of a nine-digit U.S. Postal code, including dash. The dash and the last four numbers will be ignored.
 - 3.1.1. The label will be
 - 3.1.1.1. "ZIP Code:" if the user's address is within the U.S.
 - 3.1.1.2. "Postal Code" if the user's address is outside the U.S.
 - 3.1.2. If the user fails to enter a Postal code in the origin Postal code field:
 - 3.1.2.1. If a city and state have been entered and we can determine the correct postal code, that postal code will be used.
 - 3.1.2.2. If we are unable to determine the correct postal code, the user will receive the error message:
 - 3.1.2.2.1. If the user's address is within the U.S.: "Please enter a valid U.S. ZIP Code."
 - 3.1.2.2.2. If the user's address is outside the U.S.: "Please enter a valid Postal Code."
 - 3.1.3. Note text shall read: "Note: iShip.com currently supports packages shipped from the U.S."
 4. Address Nickname text box (optional) and Find in Address Book link.

Shipping DESTINATION:	Nickname: <input type="text"/> Address Book [Help] Country: <input type="text" value="United States"/> [Help] City: <input type="text"/> State: <input type="text" value="(Select One)"/> Look up ZIP ZIP Code: <input type="text"/> Look up City, State
------------------------------	--

Illustration 6: Shipping Destination

- 4.1. Label will be "Nickname"
- 4.2. User will enter nickname of an address and select "Find in Address Book" link.
 - 4.2.1. If no nickname has been entered into the Nickname field, the Select Address View of the Address Book will be displayed.
 - 4.2.2. We will look up the nickname in the user's address book.
 - 4.2.2.1. The query will find all records with a nickname beginning with the user's entry in the nickname field.
 - 4.2.2.2. If no matching nicknames are found, the address book will display the closest alphabetical match to the user's entry.
 - 4.2.3. If the nickname is found, the Address Book view will be displayed with a list of all entries meeting the query.
 - 4.2.4. If the nickname is not found, an alert dialog box will appear: "Do you want to select an address from your address book?"
 - 4.2.4.1. The choices will be Yes and No
 - 4.2.4.2. If the user answers Yes, the Select Address View of the Address Book application will be shown.
 - 4.2.4.3. If the user answers No, the user will be returned to the Nickname field.
5. Destination Country drop-down list.
 - 5.1. The user will select a destination Country.
 - 5.1.1. The default will be United States.
 - 5.2. In supported browsers, the appropriate labels for that Country will be displayed.
 - 5.2.1. City
 - 5.2.2. State or Province
 - 5.2.3. ZIP or Postal Code
 - 5.2.3.1. If for the selected country we do not validate for Postal Code, a blank Postal Code field will pass validation even if it is marked as a required field.
 - 5.2.3.2. If no Postal Code is entered when Postal Code is a required field, a disclaimer shall appear below the rate grid on the Shipping Charges and Delivery Times page: "You did not enter a Postal Code. Depending on the actual Postal Code of your shipment, your shipping charges may be higher than those displayed here."
 - 5.2.4. The labels will be marked required or not required depending on the requirements of the destination Country.
 - 5.3. Look up ZIP Code link
 - 5.3.1. This option will appear for U.S. Destination addresses only.
 - 5.3.2. If the user enters a city and state and selects the Look up ZIP Code link, the appropriate ZIP code will be automatically entered into the ZIP Code field.
 - 5.3.2.1. If the link is selected and either the City or State fields are blank, an error message will appear: "Not enough information entered. Please enter a City and select a State and try again."

5.3.2.2. If the City and State do not match, an error message will appear: "The information you entered did not correlate to a valid city and state in our database. Please confirm that you are entering a valid city and try again."

5.4. Look up City, State link

- 5.4.1. This option will appear for U.S. Destination addresses only.
- 5.4.2. If the user enters a ZIP code and selects the Look up City, State link, the appropriate city and state will be automatically entered into the City and State fields.
- 5.4.2.1. If the link is selected and the ZIP Code field is blank, an error message will appear: "Not enough information entered. Please enter a valid U.S. ZIP Code and try again."
- 5.4.2.2. If the link is selected and the ZIP Code is invalid, an error message will appear: "The information you entered is not a valid ZIP code. Please enter a valid U.S. ZIP Code and try again."

6. Business/residence radio buttons.

The delivery address for my shipment is a:	<input checked="" type="radio"/> Business	<input type="radio"/> Residence
--	---	---------------------------------

Illustration 7: Business/Residence choice.

6.1. The user will select between business or residence radio buttons.

- 6.1.1. The label will be "The delivery address for my shipment is a:"
- 6.1.2. The default will be business.

7. Shipment definition.

7.1. The user will enter the number of packages traveling to the same destination.

Number of packages in my shipment:	<input type="text" value="4"/>	NOTE: Enter a number greater than one for multiple packages	[Help]
------------------------------------	--------------------------------	---	--------------------------

Illustration 8: Number of packages

- 7.1.1. The label will be "Number of packages in my shipment:"
- 7.1.2. The text box will allow entry of numbers 1 through 20.
- 7.1.3. If a user enters an invalid amount, an error message will be displayed: "You may send a shipment of up to 20 packages. Please enter a number between 1 and 20."
- 7.1.4. Default will be 1.
- 7.1.5. AT RISK: Yellow Shipment processing.

7.2. All the packages in the shipment are the same.

All the packages in my shipment are the same:	<input type="radio"/> Yes	<input checked="" type="radio"/> No	[Help]
---	---------------------------	-------------------------------------	--------------------------

Illustration 9: Packages in shipment

- 7.2.1. Default will be yes.
- 7.3. If the number of packages in the shipment is greater than 1 and the packages in the shipment are not all the same, the user will see a package options screen for each additional package.

8. Package Weight and Type:

Package #2 weighs:

4 lbs. 2 oz.

Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [\[Help \]](#)

I am using the following packaging:



Other - indicate dimensions below ▾

Length	Width	Height
10 in.	12 in.	6 in.

The packaging is irregular or is not standard

[\[Help \]](#)

The value of the contents is:

I want to protect my shipment from carrier loss or damage.

\$

NOTE: Most services automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

Package Reference No.:

More options: [► Show Advanced Package Options](#)

Illustration 10: Package weight and type

8.1. Nickname text field (optional) and "Find in Saved Packages" link.

- 8.1.1. Label will be "Nickname"
- 8.1.2. User will enter nickname of a saved package and select "Find in Saved Packages" link.
 - 8.1.2.1. We will look up the nickname in the user's saved packages.
 - 8.1.2.2. If the nickname is found, all package fields for the current record will be populated with the information in the selected saved package.
 - 8.1.2.2.1. The user will be returned to the Package Weight field.
 - 8.1.2.2.2. The query will find all records with a nickname beginning with the user's entry in the nickname field.
 - 8.1.2.3. If the nickname is not found, an alert dialog box will appear.
 - 8.1.2.3.1. The dialog box will read, "Do you want to select a package from your saved packages?"
 - 8.1.2.3.1.1. The choices will be Yes and No
 - 8.1.2.3.1.2. If the user answers Yes, the Saved Packages application will be shown.
 - 8.1.2.3.1.3. If the user answers No, the user will be returned to the Nickname field.

8.2. Package-weight text fields. (Required)

8.2.1. Weight Type drop box will contain:

8.2.1.1. Pounds, ounces

- 8.2.1.1.1. For supported browsers, a second "ounces" field will appear only when this item is selected.
 - 8.2.1.1.1.1. If the user enters a fractional number in the pounds text box, the ounces must be empty or zero.
 - 8.2.1.1.1.2. If the ounces text box is not empty or zero, the user will receive the error message: "Enter the weight in decimal pounds (3.5 pounds) or in pounds and ounces (3 pounds 8 ounces)."

8.2.1.2. Grams

8.2.1.3. Kilograms

8.2.1.4. Default will be user preference.

- 8.2.1.4.1. If user has not selected a preference, default will be Pounds, Ounces.
- 8.2.2. The weight text boxes will accept decimal fractions.
- 8.2.3. The user's selection of a weight will determine the options shown on the service options page and the rates and services shown in the rate grid.
- 8.2.4. If the user enters a weight too high for any supported Carrier, the user will receive an error message: "Your shipment weight exceeds the maximum allowed."
 - 8.2.4.1. The maximum weight allowed will be 750 pounds.
- 8.2.5. When shipping large or heavy items, the user will be able to drill down through categories to select an item to be shipped. This selection will populate the weight and dimensions fields.
- 8.2.6. The selection of a freight item will generate a cost associated with packaging that item.
 - 8.2.6.1. For Price It and Sell It, the seller may include this amount in the rate quote.
 - 8.2.6.2. In Ship It, the shipper may select to pay for packaging as part of the shipment cost.

8.3. A package-type drop-down list.

- 8.3.1. The label will be: "I am using the following packaging:"
- 8.3.2. The packaging types will be:
 - 8.3.2.1. Carrier Letter
 - 8.3.2.1.1. For non-supported browsers, if Carrier Letter is selected, the length, width, and height dimensions fields will automatically be filled with the word "Letter".
 - 8.3.2.2. Carrier Box
 - 8.3.2.2.1. For non-supported browsers, if Carrier Box is selected, the length, width, and height dimensions fields will automatically be filled with the word "Box".
 - 8.3.2.3. Carrier Pak
 - 8.3.2.3.1. For non-supported browsers, if Carrier Pak is selected, the length, width, and height dimensions fields will automatically be filled with the word "Pak".
 - 8.3.2.4. Carrier Tube
 - 8.3.2.4.1. For non-supported browsers, if Carrier Tube is selected, the length, width, and height dimensions fields will automatically be filled with the word "Tube".
 - 8.3.2.5. Other packaging
 - 8.3.2.5.1. If Other Packaging is selected, the user will be required to enter length, width, and height dimensions.
 - 8.3.2.5.2. Measurement type drop-down list.
 - 8.3.2.5.2.1. Inches
 - 8.3.2.5.2.2. Feet
 - 8.3.2.5.2.3. Centimeters
 - 8.3.2.5.2.4. Meters
 - 8.3.2.5.2.5. Default will be user preference.
 - 8.3.2.5.2.6. If user has not selected a preference, default will be inches.

8.3.3. When the user selects a package type from the drop down list, the appropriate package-type graphic will appear on the left under the field label.

8.3.4. Package dimension text boxes for length, width, and height.

- 8.3.4.1. For supported browsers, the length, width, and height fields will appear only when "other packaging" is selected.

- 8.3.4.2. If possible when the user has selected Carrier Packaging, he will not be able to edit the text in the dimensions text box.
- 8.3.4.3. If Other Packaging is selected and an integer is not entered in any of the dimensions text boxes, the user will receive the error message: "Your package dimensions are invalid. Please enter numbers in each of the length, width, and height fields."
- 8.3.4.4. The user's selection of dimensions will determine the options shown on the service options page and the rates and services shown in the rate grid.
- 8.3.4.5. The maximum dimension allowed will be 85 inches wide by 85 inches high by 15 feet long.
 - 8.3.4.5.1. If the user enters dimensions too large for any supported Carrier, the user will receive an error message: "Your shipment dimensions exceed the maximum allowed."
- 8.3.5. If the user has selected Carrier Packaging, the maximum weight will be 150 pounds.
 - 8.3.5.1. If the user enters a weight of more than 150 pounds, he will receive the error message: "Your shipment weight exceeds the maximum for carrier-provided packaging. Please select Other Packaging and enter your item's dimensions."
- 8.3.6. A "packaging is irregular or is not standard" check box.
 - 8.3.6.1. If the user selects this check box, the rate shown on the rate grid will include an Additional Handling charge, if applicable.
 - 8.3.6.2. If the user selects Carrier packaging and selects this check box, the user will receive the error message: "If your packaging is not standard, please select "Other Packaging" and enter the dimensions into the Length, Width, and Height fields."

8.4. Carrier Loss Protection

- 8.4.1. A text box for entering the dollar amount of protection required.
- 8.4.2. The label will read: "The value of the contents is:"
- 8.4.3. The cost of the declared value service option will be applied to each rate shown on the rate grid.
- 8.4.4. Standard validation for declared value will apply.
 - 8.4.4.1. If the user enters an amount disallowed for his package weight or dimensions, the user will receive the error message: "Your package's value exceeds the maximum allowed for your shipment. Please reduce the package value. For more information, click the Learn More button."
- 8.4.5. iShip will support currency amounts other than U.S. dollars.

8.5. Package Reference Number

- 8.5.1. A text box for entering the package-level reference number
- 8.5.2. The label will read: "Package Reference No."
 - 8.5.2.1. This label is configurable by the Administrator

8.6. Hide/Show Advanced Package Options link

- 8.6.1. When the user selects "Hide Advanced Package Options"
 - 8.6.1.1. The advanced package service options will be hidden.
 - 8.6.1.2. The link will change to "Show Advanced Package Options"
- 8.6.2. When the user selects "Show Advanced Package Options"
 - 8.6.2.1. The advanced package service options will be displayed.
 - 8.6.2.2. The link will change to "Hide Advanced Package Options"
- 8.6.3. Default will be Show Advanced Package Options (link name defaults to "Hide Advanced Package Options")

9. Advanced Package Options

Delivery Notification:	<input type="checkbox"/> Verbal Confirmation [Help] This option can only be used with UPS Next Day Early AM. The confirmation call will be made to the phone number you enter in the phone number field in your return address.
	<input type="checkbox"/> E-mail Notification [Help] E-mail notification of delivery requires an e-mail address on the return address page.
	<input type="checkbox"/> Delivery Confirmation [Help] This option can only be used with USPS services.
COD Amount:	<input type="text" value="\$"/> <input type="checkbox"/> Cash only
Service Options:	<input type="checkbox"/> Proof of Delivery [Help] This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included on the response.
	<input type="checkbox"/> Adult Signature Required
	<input type="checkbox"/> Bill to [Help] This option can only be used with UPS Ground, certain Mailandise Description: <input type="text"/>
	<input type="checkbox"/> Certified Mail [Help] This option can only be used with USPS Priority Mail or Parcel Post.
	<input type="checkbox"/> Return Receipt [Help] This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00.

Illustration 11: Advanced Package Options

9.1. COD Amount text box

- 9.1.1. The label will read "COD Amount"
- 9.1.2. If selected, the cost of COD will be applied to each rate shown on the rate grid.
- 9.1.3. The COD option will only be available to packages with domestic destinations.
- 9.1.4. COD will not be allowed if:
 - 9.1.4.1. Call Tag is selected.
 - 9.1.4.2. Delivery Without Signature is selected.
- 9.1.5. Standard validation for COD will apply.
 - 9.1.5.1. If the user enters an invalid amount or an amount greater than the maximum allowed COD amount, the user will receive an error message: "You have entered an invalid COD amount. Please enter a valid dollar amount. See Help for more information."
- 9.1.6. iShip will support currency amounts other than U.S. dollars.
- 9.1.7. Selecting a COD amount will enable a Cash Only check box.

9.2. Proof of Delivery (UPS) check box

- 9.2.1. Selecting this check box will disable all carriers except UPS.
- 9.2.2. If selected, the cost of Proof of Delivery will be applied to each rate shown on the rate grid.
- 9.2.3. Selecting this check box for any package in the shipment will disable all non-UPS enabled service options for all additional packages in the shipment.
 - 9.2.3.1. If a user has previously selected a service option incompatible with UPS Proof of Delivery, the user will receive an error message: "Proof of Delivery is only allowed with UPS services. Please de-select non-UPS options and try again."

9.2.4. Descriptive text below the check box will read: "This option can only be used with UPS services. Proof of Delivery responses are sent automatically after delivery. You may also require the recipient's signature to be included on the response."

9.2.5. Selecting Proof of Delivery will enable an Adult Signature Required check box.

9.2.5.1. Proof of Delivery must be selected if Adult Signature Required is selected.

9.3. Call Tag (UPS) check box and text box

9.3.1. Selecting this check box will disable all services except UPS Ground.

9.3.2. The label for the text box will be "Merchandise Description"

9.3.3. Selecting this check box for any package in the shipment will disable all non-UPS enabled service options for all additional packages in the shipment.

9.3.3.1. If a user has previously selected a service option incompatible with Call Tags, the user will receive an error message: "Call Tags are allowed only with UPS Ground service. Please de-select non-UPS options and try again."

9.3.4. When Call Tag is selected, the pickup/drop off location drop box will not be displayed on the shipment options page.

9.3.5. The Call Tag option will only be available on single-package shipments.

9.3.6. The Call Tag option will only be available for domestic packages.

9.3.6.1. The Call Tag option will not be available if the origin or destination is Alaska or Hawaii.

9.3.7. Descriptive text below the check box will read: "This option can only be used with UPS Ground service."

9.3.8. The availability of the Call Tag service option will be an Administrator-configurable item.

9.4. Notification of Delivery check boxes

9.4.1. Verbal Confirmation of Delivery (UPS) check box

9.4.1.1. Selecting this check box will disable all services except UPS Early AM.

9.4.1.2. Selecting this check box for any package in the shipment will disable all non-UPS enabled service options for all additional packages in the shipment.

9.4.1.2.1. If a user has previously selected a service option incompatible with Verbal Confirmation of Delivery or Next Day Air Early AM, the user will receive an error message: "Verbal Confirmation of Delivery is allowed only with UPS Next Day Air Early AM. Please de-select non-UPS options and try again."

9.4.1.3. This service option will not appear for packages with international destinations.

9.4.1.4. Descriptive text below the check box will read: "This option can only be used with UPS Next Day Air Early AM. The confirmation call will be made to the phone number you enter in the phone number field in your return address."

9.4.2. E-Mail Notification of Delivery check box

9.4.2.1. Descriptive text will read: "E-mail notification of delivery requires an e-mail address on the return address page."

9.4.3. Delivery Confirmation (USPS) check box

9.4.3.1. Descriptive text will read: "When this option is selected, appropriate USPS Delivery Confirmation charges will be applied to all USPS services."

9.5. Certified Mail (USPS) check box

9.5.1. Selecting this check box will disable all services except USPS Priority Mail and Parcel Post.

9.5.2. Selecting this check box for any package in the shipment will disable all non-USPS enabled service options for all additional packages in the shipment.

9.5.2.1. If a user has previously selected a service option incompatible with Certified Mail, the user will receive an error message: "Certified Mail is a USPS service. Please de-select non-USPS options and try again."

9.5.3. The Certified Mail option will only be available for domestic packages.

- 9.5.4. Descriptive text below the check box will read: "This option can only be used with USPS Priority Mail or Parcel Post."
- 9.6. Return Receipt (USPS) check box
 - 9.6.1. Selecting this check box will disable all carriers except USPS.
 - 9.6.2. Selecting this check box for any package in the shipment will disable all non-USPS enabled service options for all additional packages in the shipment.
 - 9.6.2.1. If a user has previously selected a service option incompatible with Certified Mail, the user will receive an error message: "Return Receipt is a USPS service. Please de-select non-USPS options and try again."
 - 9.6.3. The Certified Mail option will only be available for domestic packages.
 - 9.6.4. Descriptive text below the check box will read: "This option can only be used with USPS Express Mail, Certified Mail, COD, and mail insured for more than \$50.00."
- 9.7. Registered mail

10. Shipping Options

iShip.com

3 | Shipping Options

Ship date:

Delivery Options:

- Delivery Deadline** [\[Help \]](#)
If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day.
- Guaranteed Delivery** [\[Help \]](#)
When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid.
- Deliver Without Signature** [\[Help \]](#)
Checking this box authorizes FedEx to deliver your shipment without obtaining a signature.
- Set Earliest Delivery Time** [\[Help \]](#)
This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee.
- Documents Only** [\[Help \]](#)
- Non-Dutiable**

Compare the rates of these carriers:

-  **AEROBORNE EXPRESS**
-  **FedEx**
-  **UPS**
-  **UNITED STATES POSTAL SERVICE**

NOTE: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

My Drop Off/Pickup location is: [Drop Off Locator](#) [\[Help \]](#)

If your Drop-Off/Pickup location is different for each carrier, go to [Advanced](#).

Show retail rates: Yes No
Explanation about Retail Rates and what it means goes here. [\[Help \]](#)
It will probably be two lines.

 [S Show Rates](#) [Save](#) [Back](#) [Next](#) [X Cancel](#) 

Illustration 12: Shipping Options

10.1. Ship Date

10.1.1. The user will select a date from a drop down list.

10.1.1.1. The drop down list will contain a list of the next seven calendar dates.

10.1.1.1.1. If the time is earlier than the pickup deadline as defined in the user's preferences, user's local time, then the list will include the current date.

10.1.1.1.2. If the time is earlier than the pickup deadline as defined in the user's preferences, user's local time, then the list will not include the current date.

10.1.1.2. If the user has not set a pickup deadline in preferences, then the pickup deadline will be 5:00 PM.

10.1.2. The label will be "Ship Date"

10.1.3. The Default will be today's date.

10.2. Delivery Deadline

10.2.1. The user will select a date from a drop down list.

10.2.1.1. The dropdown will contain 14 entries beginning with the Ship Date plus one to plus 13 days.

10.2.1.2. If same day services are available, then the list will begin with the current date.

10.2.2. The label will be "Delivery Deadline:"

10.2.3. Default will be No Preference

10.2.4. The Delivery Deadline option will only be displayed if there is more than one available service for the shipment.

10.2.5. When a delivery deadline is selected, only services with delivery dates on or before that date will be displayed on the rate grid.

10.3. Guaranteed delivery

10.3.1. Check box for guaranteed delivery.

10.3.2. When guaranteed delivery is selected, only services with guaranteed delivery options will be displayed.

10.3.3. The guaranteed delivery option will only be displayed if guaranteed services are available.

10.3.4. The guaranteed delivery option will only be displayed if there is more than one service available for the shipment.

10.3.5. The user's preference will be displayed by default.

10.3.5.1. If the user has not defined a preference, No will be selected by default.

10.4. Deliver without Signature (FedEx) check box

10.4.1. Selecting this check box will not disable any carriers or services.

10.4.2. The option will appear for shipments sent to domestic destinations only.

10.4.3. Descriptive text will read: "Checking this box authorizes FedEx to deliver your shipment without obtaining a signature."

10.5. Earliest Delivery Time (UPS) text box

10.5.1. Entering a time in this field will disable all services except UPS Next Day Air Early AM.

10.5.2. The time entered must be before 12:00 p.m.

10.5.3. Selecting this check box for any package in the shipment will disable all non-UPS enabled service options for all additional packages in the shipment.

10.5.3.1. If a user has previously selected a service option incompatible with Earliest Delivery Time or the UPS Next Day Air Early AM service, the user will receive an error message: "Earliest Delivery Time can only be used with UPS Next Day Air Early AM. Please de-select non-UPS service options and try again."

10.5.4. Descriptive text below the check box will read: "This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00 PM (Noon). Use of this option will void the delivery guarantee."

10.6. Documents Only check box

10.6.1. This option will be available to shipments sent to International destinations only.

10.6.2. The user's preference will be displayed by default.

10.6.2.1. If the user has not defined a preference, the box will be unchecked by default.

10.7. Non-Dutiable check box

10.7.1. This option will be available to shipments sent to International destinations only.

10.7.2. The user's preference will be displayed by default.

10.7.2.1. If the user has not defined a preference, the box will be unchecked by default.

10.8. Select Your Carriers

10.8.1. Each supported Carrier that supports the weight, dimensions, and options entered by the user shall be represented by that Carrier's logo.

- 10.8.1.1. If the user has selected carrier preferences, only the Carriers selected in preferences shall be displayed.
 - 10.8.1.1.1. The Administrator's selection of Carriers shall override the user's selection.
- 10.8.1.2. If no preferred Carriers are available for the selected shipment, non-preferred Carriers will be displayed.
 - 10.8.1.2.1. At no time shall Carriers disallowed by the Administrator be displayed.
- 10.8.2. The Carriers shall appear in the order determined by the Administrator.
 - 10.8.2.1. If no preference has been established, the Carriers shall appear in alphabetical order.
- 10.8.3. The logos shall be links to Carrier pitch pages.
- 10.8.4. The Select Your Carriers option will display only if more than one carrier is available for the shipment.
- 10.8.5. There will be a checkbox next to each Carrier name
 - 10.8.5.1. When the user checks a Carrier, that Carrier's services will be displayed in the rate grid.
 - 10.8.5.2. If the user's service options exclude all a Carrier's services, then the Carrier will not be displayed in the rate grid.
 - 10.8.5.3. All available Carriers will be selected by default.
- 10.8.6. At least one Carrier must be selected.
- 10.8.7. The descriptive text beneath the carrier logos shall reflect what rates the user will be displayed.
 - 10.8.7.1. For users without custom rates, the descriptive text underneath the carriers' logos shall read: "Note: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges may be different than those shown."
 - 10.8.7.2. For user's with custom rates, the descriptive text will read: "Note: Your shipping charges will be based on <Account Name>'s contract rates."

- 10.9. Select Your Drop Off/Pickup Location
 - 10.9.1. An Origin ZIP code text box.
 - 10.9.1.1. The default will be the user's preference.
 - 10.9.1.2. If a user preference is not defined, the default will be the Ship From ZIP code.
 - 10.9.2. A site type drop down list (Required)
 - 10.9.2.1. If the user has selected drop off location preferences, the drop off location selected in preferences shall be displayed by default.
 - 10.9.2.2. If the user has not selected a drop off location in preferences, the default selection will be "(Select One)".
 - 10.9.2.3. When the user selects a location from the drop down list, that site type will be used to determine the rates and services shown on the rate grid for all Carriers.
 - 10.9.2.4. The Select your Drop Off/Pickup Location option will display only if more than one location is available for the shipment.
 - 10.9.2.5. The site type drop down lists will contain appropriate locations for the available Carriers:
 - 10.9.2.5.1. "A drop box or carrier self-service station"
 - 10.9.2.5.1.1. Available for small parcel carriers only.
 - 10.9.2.5.2. "A carrier-operated shipping counter"
 - 10.9.2.5.2.1. Available for small parcel carriers only.
 - 10.9.2.5.3. "My location by calling the carrier for pickup"
 - 10.9.2.5.3.1. Available for small parcel carriers only.

- 10.9.2.5.4. "My location through scheduled pickup"
 - 10.9.2.5.4.1. Available for small parcel carriers only.
- 10.9.2.5.5. My local Mail Boxes, Etc. store
 - 10.9.2.5.5.1. Available for UPS and FedEx only.
 - 10.9.2.5.5.2. When MBE is selected, MBE Corporate Internet rates will be shown.
- 10.9.2.5.6. "My location by arranging for pickup"
 - 10.9.2.5.6.1. Available for Yellow only
 - 10.9.2.5.6.2. When this option is available, a note shall appear: "Click the Learn More button to find out more about arranging for pickup."

10.9.3. An Advanced link

- 10.9.3.1. When the user selects the Advanced link, the Advanced Locations page will appear.
- 10.9.3.2. When the user selects site types from the Advanced page and clicks on Save, the site type drop down list will read "Advanced Drop Off/Pickup Locations".
- 10.9.3.3. When the user has selected Advanced site types, the site type selected for each Carrier will determine the rates and services shown in the rate grid for that Carrier.
 - 10.9.3.3.1. The Advanced button and the associated notes will only appear if more than one carrier is available.

10.9.4. Drop Off Locator

Drop Off Locator

Location Type: Drop box or carrier self service stations Carrier: Airborne
 Only show locations where today's deadline has not yet passed.

Airborne (425) 602-1111	Drop Box 4:30 pm	1111 Factoria Blvd SE Bellevue, WA 98006	
Airborne (425) 602-2222	Drop Box 6:00 pm	12020 Coal Creek Pkwy Newcastle, WA 98012	
Airborne (425) 555-1234	Drop Box 6:00 pm	3650 131st Ave SE Bellevue, WA 98005	Newport Tower P-1 Level Loading Dock
Airborne (425) 555-5678	Drop Box 6:00 pm	11400 SE 8th Bellevue, WA 98005	Bellevue Gateway By phone near prkg garage
Airborne (425) 555-9101	Drop Box 4:30 pm	110 110th Ave NE Bellevue, WA 98005	110 Atrium Place Bldg Pkg Elev Lobby P5 Lobby
Airborne (425) 555-1121	Drop Box 4:30 pm	1309 114th SE Bellevue, WA 98005	Bellfield Business Park Prkg Lot of 1309 Building
Airborne (425) 555-3141	Drop Box 5:00 pm	13216 SE 32nd Street Bellevue, WA 98005	Airborne Express Next to front door
Airborne (425) 555-5161	Drop Box 6:00 pm	325 118th Ave SE Bellevue, WA 98005	Belle View Park Parking Lot
Airborne (425) 555-9202	Drop Box 4:30 pm	3326 160th Ave SE Bellevue, WA 98005	Boeing-Bldg 7-349 Outside front of bldg
Airborne (425) 555-1222	Drop Box 4:30 pm	9725 SE 36th Mercer Island, WA 98009	Globe Bldg West drive thru entrance

Illustration 13: Drop Off Locator

- 10.9.4.1. In supported browsers, the drop off locator will appear in a modal window.
- 10.9.4.2. Each drop off location type available for the current shipment will be displayed as a link on the page.
 - 10.9.4.2.1. Enterprise locations
 - 10.9.4.2.2. Drop box or carrier self-service stations
 - 10.9.4.2.3. Carrier-operated shipping counters
 - 10.9.4.2.4. Mail Boxes Etc. stores
- 10.9.4.3. When the user selects a link, the locations available for that drop off location type and area will be listed.
 - 10.9.4.3.1. The list will include all drop off locations with a ZIP code matching the first three digits of the origin ZIP code.
 - 10.9.4.3.2. The list will include a maximum of 20 drop off locations
 - 10.9.4.3.2.1. If more than 20 drop off locations match the query a next link will take the user to the next 20 drop off locations and a back link will take the user to the previous 20 drop off locations.
 - 10.9.4.3.3. The list will include:
 - 10.9.4.3.3.1. Name of location
 - 10.9.4.3.3.2. Address of location
 - 10.9.4.3.3.3. Phone number of location

- 10.9.4.3.3.4. Drop off deadline of location
- 10.9.4.3.3.5. Carriers accepted at the location
- 10.9.4.3.3.6. Comments

10.9.4.4. Buttons

- 10.9.4.4.1. Close

10.9.4.5. The drop off locator will interact with mapping software to show the user the drop off location closest to him.

10.9.4.6. The drop off locator will integrate with rating, allowing the user to dynamically select a shipping location.

10.10. Pickup Options (freight only)

Flights of stairs the item must be carried at pickup:

- My location has a loading dock.
- Pickup at my location requires an appointment.

If your location has characteristics which require additional labor, there may be an extra charge. Click the [More](#) button for more information.

[Help](#)

Illustration 14: Freight pickup options

10.10.1. Origin address city, state, zip.

- 10.10.1.1. The State and ZIP will be hard coded based on the selected origin ZIP code.
- 10.10.1.2. The City will be hard coded if there is one choice of city for the selected origin ZIP code.
- 10.10.1.3. The City will be a drop-down list if there is more than one choice of city for the selected origin ZIP code.
 - 10.10.1.3.1. The default will be the user's origin city as defined in the user's address preferences.
 - 10.10.1.3.1.1. If the selected origin ZIP code does not match the user's city preference, the preference will be ignored.
 - 10.10.1.3.2. If the user does not have an origin city selected in preferences, the default will be "(Select One)".

10.10.2. Origin address business and residence radio buttons.

- 10.10.2.1. The default will be the user's origin address business/residence selection as defined in the user's address preferences.
- 10.10.2.2. If the user has not defined an origin address, the Business radio button will be selected by default.

10.10.3. Flight of stairs text box (required).

- 10.10.3.1. The default will be the origin address flights of stairs as defined in the user's address preferences.
- 10.10.3.2. If the user has not defined flights of stairs in preferences, no entry will be made by default.
- 10.10.3.3. The text box will accept integers between 0 and 99.
- 10.10.3.4. If the pickup location is at the user's location and no entry is made into the flights of stairs text box, the user will receive the error message: "Please enter the number of flights of stairs the agent must carry your item. If your location has an elevator available large enough to hold your item, enter "0" here."
- 10.10.3.5. When the flights of stairs entry is greater than "1" and pickup is at the user's location, rating shall include appropriate stair carry charges for all supported freight carriers.

10.10.4. Loading dock check box.

10.10.4.1. The default will be the loading dock selection as defined in the user's address preferences.

10.10.4.2. If the user has not defined loading dock in preferences, the check box will be unselected by default.

10.10.4.3. When loading dock is selected, flights of stairs will be disabled..

10.10.4.3.1. If the user has entered 1 or more flights of stairs, a message will be displayed "Flights of stairs must be 0. If you wish the carrier to deliver your shipment up or down stairs, you may not select "loading dock".

10.10.5. Appointment Required

10.10.5.1. The field label shall be "Pickup at my location requires an appointment."

10.10.5.2. The default will be the appointment required selection as defined in the user's address preferences

10.10.5.3. If the user has not defined appointment required in preferences, the box will be checked by default.

10.10.6. If the "appointment required" check box is not selected, the "loading dock" check box is selected, the number of stairs is 0, and the address is a business, the Yellow specialized pickup charges will not be included in the rate.

10.10.7. The Pickup Options section will appear on the Shipping Options page only when the package's weight and/or dimensions meet or exceed the minimum rating requirements for supported freight carriers.

10.11.Delivery Options (freight only)

Flights of stairs the item
must be carried at delivery:

My location has a loading dock.

Pickup at my location requires an appointment.

If your location has characteristics which require additional labor,
there may be an extra charge. Click the More button for more
information.

[Help](#)

Illustration 15: Freight delivery options

10.11.1. Flight of stairs text box (required).

10.11.1.1. No entry will be made by default.

10.11.1.2. The text box will accept integers between 0 and 99.

10.11.2. Loading dock check box.

10.11.2.1. The check box will be unselected by default.

10.11.3. Appointment Required check box

10.11.3.1. The field label shall be "Delivery to this location requires an appointment."

10.11.3.2. The box will be checked by default.

10.11.4. If the "appointment required" check box is not selected, the "loading dock" check box is selected, the number of stairs is 0, and the address is a business, the Yellow specialized delivery charges will not be included in the rate.

10.11.5. The Delivery Options section will appear only when the package's weight and/or dimensions meet or exceed the minimum rating requirements for supported freight Carriers.

10.12.Handling Charges

Add labor or materials fees to my shipping charge:

% of shipping charges and/or

fixed amount

You will see the total of carrier shipping charges plus your handling charges.

[Help](#)

Illustration 16: Handling Charges

10.12.1. A text box for a percentage amount.

10.12.1.1. The entered percentage will be applied to each rate shown on the rate grid when retail rates are displayed.

10.12.1.2. The default will be the handling charge percentage as defined in the user's preferences.

10.12.1.3. If the user has not defined a handling charge percentage, the box will be blank by default.

10.12.2. A text box for a fixed amount.

10.12.2.1. The entered dollar amount will be added to each rate shown on the rate grid when retail rates are displayed.

10.12.2.2. The default will be the handling charge fix amount as defined in the user's preferences.

10.12.2.3. If the user has not defined a handling charge fixed amount, the box will be blank by default.

10.12.3. If the user enters both a percentage amount and a fixed amount, the percentage will be applied and the fixed amount will be added to the total.

11. Shipping Addresses

The screenshot shows the iShip.com interface for managing shipping addresses. At the top, there's a navigation bar with links for My iShip, Price It, Ship It, Track It, Sell It, and Help. Below the navigation is a header with a logo and the text "1 | Shipping Addresses".

Return address: (Change) [Lory Krell, iShip.com, 3535 Factoria Blvd. SE, Floor 5, Bellevue, WA 98006, (425) 602-4848, lony@ship.com]

Destination address:

- Nickname: BEster [Help]
- Contact Name: Boris Ester [Address Book]
- Company: Walking Rain
- Street: 12020 122nd Ave NE
- Floor/Room: Suite 200
- Department:
- Country: United States [Look up ZIP]
- City: Ellensburg
- State/Province: WA - Washington [Look up City, State]
- ZIP/Postal Code: 90926-9998
- Telephone: (425) 555-1133
- Fax: (425) 555-1100
- E-mail Address: bester@walkingrain.com
- Address Type: Business Residence
- Add this address to my Address Book

E-mail notification:

If you provide an E-mail Address, we will notify the recipient and up to two others that a package has been sent. You can include a brief message to be sent with the E-mail. [Help]

Name:	E-mail address:
#1 John Jadwin	johnj025@this_email.com
#2 Sarah Lewis	sarah01@email.com

Message:

Package Information:

Description: [Browse] [Help]

Reference No.: []

Buttons at the bottom include: Show Rates, Save, Back, Next, Cancel, and a TRUSTe logo.

Illustration 17: Shipping Addresses

11.1. Return Address

11.1.1. If the return address is being populated from the user's preferences:

11.1.1.1. The return address shall be hard-coded.

11.1.1.2. There will be a Change link.

11.1.1.2.1. The availability of the ability to change the return address shall be an administrator configurable item.

11.1.1.3. Selecting the Change link will take the user to a Change Return Address page.

11.1.2. If insufficient return address information is stored in the user's preferences, the Change Return Address Page shall be displayed prior to the Shipping Addresses page.

11.1.2.1. The "save this as my default return address" check box shall be checked by default.

11.1.3. Address Information displayed:**11.1.3.1. Contact Name (required)**

11.1.3.1.1. If the carrier requires a company name and no company name is entered, the Contact Name will be entered into the Company Name field in the database.

11.1.3.2. Company Name**11.1.3.3. Street (Address 1) (required)****11.1.3.4. Room/Floor (Address 2)****11.1.3.5. Department (Address 3)****11.1.3.6. City****11.1.3.7. State****11.1.3.8. ZIP Code (required)****11.1.3.9. Telephone (required)****11.1.3.10. Fax****11.1.3.11. E-mail address****11.2. Destination Address****11.2.1. Find in Address Book link (see Common Req. #4.8.1.4)****11.2.2. Save in Address Book check box**

11.2.2.1. Checking this box will save the address in the Address Book (see Common Req. #7.1.2.9).

11.2.3. Address Information collected:**11.2.3.1. Address Nickname text box (see Common Req. #4.8.1.4)****11.2.3.2. Contact Name (required)**

11.2.3.2.1. If the carrier requires a company name and no company name is entered, the Contact Name will be entered into the Company Name field in the database.

11.2.3.3. Company Name**11.2.3.4. Street (Address 1) (required)****11.2.3.5. Room/Floor (Address 2)****11.2.3.6. Department (Address 3)****11.2.3.7. City (see Common Req. #4.7)****11.2.3.8. State or Province (see Common Req. #4.7)****11.2.3.9. ZIP or Postal Code (required)****11.2.3.10. Telephone (required)****11.2.3.11. Fax****11.2.3.12. E-mail address****11.3. E-mail notification****11.3.1. Fields:****11.3.1.1. Two text boxes for names****11.3.1.2. Two text boxes for e-mail addresses****11.3.1.3. Memo box for message text.**

11.3.2. If any e-mail address is included on the page, when the shipment is manifested, the "shipment has been sent" e-mail shall be sent to all e-mail addresses on this page.

11.4. Description of goods message box

11.4.1. A Browse button shall allow the user to browse the enterprise's product database.

11.4.1.1. The availability of this feature shall be configurable by the Administrator.

11.5. Shipment Reference number**11.5.1. Shipment Reference No. text box**

11.5.2. Shown for Enterprise and multi-user accounts only .

11.5.3. The label will be configurable by the Administrator.

12. Change Return Address

12.1. Find in Address Book link (see Common Req. #4.8.1.4)

12.2. Save in Address Book check box

12.2.1. Checking this box will save the address in the Address Book (see Common Req. #7.1.2.9).

12.3. Make this my default return address check box

12.3.1. If this box is checked, the address information entered shall be saved as the user's default return address in preferences.

12.4. Address information collected:

12.4.1. Contact Name (required)

12.4.1.1. If the carrier requires a company name and no company name is entered, the Contact Name will be entered into the Company Name field in the database.

12.4.2. Company Name

12.4.3. Street (Address 1) (required)

12.4.4. Room/Floor (Address 2)

12.4.5. Department (Address 3)

12.4.6. City

12.4.7. State

12.4.8. ZIP Code (required)

12.4.9. Telephone (required)

12.4.10. E-mail address

13. Payment

The screenshot shows the iShip.com payment interface. At the top, there's a navigation bar with links for My iShip, Price It, Ship It, Track It, Sell It, and Help. Below the navigation, a message says "Confirm your shipment:" followed by a table of shipping details:

Service	UPS Ground	\$6.30	Shipment:	2lb 3oz 10" x 12" x 8" Loss protection, \$150
Service Options		\$.35		
Total		\$7.32		

Below the table, there are fields for "Return Address" and "Destination". The "Return Address" field contains:

Jim Ship
iShip.com
3535 Factoria Blvd. SE
Floor 5
Bellevue WA 98006
jms@iShip.com
(425) 602-4848

The "Destination" field contains:

Diane Moon
Mike Fruit
12020 101st Ave NE
Suite 300
Ellensburg WA 98926
United States
(509) 555-9728

A note below these fields says: "NOTE: To modify your shipment, click the Back button or the corresponding link in the navigation bar."

Under "Payment type:", a dropdown menu is set to "Bill Third Party".

On the left, there's a section for "Third Party billing address:" with various input fields for carrier account number, contact name, company, address, room/floor, department, city, state/province, ZIP/postal code, and telephone.

At the bottom, a note states: "By shipping your package with iShip.com you agree to all [Terms of Service](#) specified by iShip.com and UPS." Below this, it says: "When you click Finish, the above UPS account will be charged \$7.32." There are "Back", "Finish", and "Cancel" buttons at the bottom.

Illustration 18: Payment

- 13.1. The Payment page will be displayed when the user selects Print
- 13.2. Payment amount: Total charges
 - 13.2.1. Shipment amount will be displayed in red.
- 13.3. Warning: "Your account will be charged for the <total payment amount> when you select Finish."
- 13.4. If there is a choice of payment type, payment type drop down list:
 - 13.4.1. Select One
 - 13.4.2. Carrier account
 - 13.4.3. Credit Card
 - 13.4.4. Bill Collect
 - 13.4.5. Third Party Billing
- 13.5. If there is no choice of payment type, the payment type will display hard coded.
- 13.6. If payment is not allowed at the time of printing, this page will be skipped.
- 13.7. When the payment type is selected, the appropriate fields will display:
 - 13.7.1. Carrier account
 - 13.7.1.1. Carrier name
 - 13.7.1.2. Pickup deadline
 - 13.7.2. Credit Card
 - 13.7.2.1. First Name
 - 13.7.2.2. Last Name

- 13.7.2.3. Credit card number
- 13.7.2.4. Credit card expiration date
- 13.7.2.5. Company Name
- 13.7.2.6. Street (Address 1)
- 13.7.2.7. Room/Floor (Address 2)
- 13.7.2.8. Department (Address 3)
- 13.7.2.9. City
- 13.7.2.10. State
- 13.7.2.11. ZIP Code
- 13.7.2.12. Telephone
- 13.7.2.13. E-mail address
- 13.7.2.14. A list of acceptable credit cards will be displayed on the page.

13.7.3. Bill Collect

- 13.7.3.1. Carrier Account No.

13.7.4. Bill Third Party

- 13.7.4.1. Carrier Account No.
- 13.7.4.2. Contact Name
- 13.7.4.3. Company Name
- 13.7.4.4. Street (Address 1)
- 13.7.4.5. Room/Floor (Address 2)
- 13.7.4.6. Department (Address 3)
- 13.7.4.7. City
- 13.7.4.8. State
- 13.7.4.9. ZIP Code
- 13.7.4.10. Telephone

13.8. Drop off locator (see Common Req. # 4.8.1.10.9.4).

13.9. Text of instructions of what to do next

- 13.9.1. TBD.

13.10. Buttons:

- 13.10.1. Back
- 13.10.2. Done
- 13.10.3. Finish
- 13.10.4. Cancel

14. Advanced Locations page

- 14.1. The Advanced Locations page will be displayed when the user selects the Advanced Locations link from the Shipping Options page.
- 14.2. Each selected by the user in the Carriers section of Preferences will include a site type drop down list.
 - 14.2.1. Each Carrier not selected by the user will appear with the words "(not selected)" underneath it.
 - 14.2.2. Only Carriers available to the user and selected by the Administrator will appear in the list.
 - 14.2.3. The user will be required to select a drop off location type for each selected Carrier.
- 14.3. Descriptive text: "If you will use the same Drop-Off/Pickup Option regardless of which carrier you select, click Close to return to the main Shipping Options page. Click Save to Save your selections and return to the main Shipping Options page."

14.4. Buttons

- 14.4.1. Save
- 14.4.2. Close

4.8.2. Shipping Charges and Delivery Times

Rates and Delivery Times:
Choose Best Price or Fastest Delivery to highlight the rate you prefer. Click on a rate and view your shipment summary below. To process your shipment, select a rate and then click Ship It. [Help]

	FRI 12 NOV 99	SAT 13 NOV 99	MON 15 NOV 99	TUE 16 NOV 99	FRI 19 NOV 99	MON 22 NOV 99
UPS	\$12.40	\$14.58	\$10.98			
Ground						\$11.17

Shipment Info:
[Change] No. of Packages: 1 Destination: The Moon's
Origin: iShip.com Prosser, WA 99350
Bellevue, WA 98006 United States

Package Info:
Click on the weight link to view the package's summary.
Package #1: Letter Package #1: Letter
Package #2: 2lb. 2 oz. Package #2: 2lb.
Package #3: Letter

Shipping Options:
[Change] Drop Off/Pickup: My location Pickup Options: ..
Handling Charges: 10% Delivery Options: Residence
Ship Date: THUR - 11/11/99

Buttons: Price Another Save Back Sign In Done

Illustration 19: Shipping Charges and Delivery Times

1. The rate grid will display all available services by carrier.
2. The grid will display delivery dates across the top and carriers and services down the side.
 - 2.1. The rate for each service will appear in the cell where the appropriate delivery date and service intersect.
 - 2.2. Delivery date columns will be determined by the available services.
 - 2.3. If a service's delivery time spans dates, the highlight for the service will span delivery date columns.
3. The Price It and Ship It rate grids (Standard Grid) will display the days of the week and the dates of the expected delivery.
4. The Sell It rate grid (Sell It Grid) will display number of days from shipment to delivery (Next Day, Second Day, etc.).
5. Radio buttons for Best Price and Fastest Delivery will control the appearance of the grid.
 - 5.1. The radio buttons will default to the user's preference.
 - 5.2. If the user has not selected a preference, the default selection will be Best Price.
 - 5.3. If Best Price is selected:
 - 5.3.1. When the carrier is rolled up, the best price for that carrier will display in the roll bar.

- 5.3.2. When the carrier is rolled down, the best price for that carrier will be highlighted.
- 5.3.3. The best price for all displayed carriers will be distinctly highlighted.
- 5.4. If Fastest Delivery is selected:
 - 5.4.1. When the carrier is rolled up, the fastest service for that carrier will display in the roll bar.
 - 5.4.2. When the carrier is rolled down, the fastest service for that carrier will be highlighted.
 - 5.4.3. The fastest service for all displayed carriers will be distinctly highlighted.
- 6. Each carrier may be independently rolled up or rolled down by the user.
 - 6.1. When the carrier is rolled up:
 - 6.1.1. The selected service name will appear in the roll bar.
 - 6.1.2. The selected service price will appear in the appropriate cell in the rate grid.
 - 6.1.3. The selected service is either:
 - 6.1.3.1. The Carrier's Best Price or Fastest Delivery, depending on the setting of the Best Price/Fastest Delivery radio buttons, or
 - 6.1.3.2. If the user has clicked on a service for that carrier, that service will become the selected service for that Carrier.
 - 6.2. When the carrier is rolled down:
 - 6.2.1. The carrier name will appear on its own row above the list of services for that carrier.
 - 6.2.2. Each of the carrier's available services for the shipment will display on its own line.
 - 6.2.3. The delivery time for the service will display next to the name of the service.
 - 6.3. By default, the rate grid will display rolled up.
 - 6.3.1. The user's preferred carrier will always display rolled down.
- 7. iShip optimizer
 - 7.1. The optimized price will display with an iShip optimizer logo next to it.
 - 7.2. If Best Price is selected, the optimized price will be the overall best price on the rate grid.
 - 7.2.1. If two or more prices tie for Best Price, then the following rules will apply in the listed order:
 - 7.2.1.1. If one service is from the user's preferred carrier, the preferred carrier's service will win.
 - 7.2.1.2. If one service is faster, then the service with the fastest delivery time will win.
 - 7.2.1.3. If one service is guaranteed and the others are not, the guaranteed service will win.
 - 7.2.1.4. If one service has tracking and the others do not, the tracked service will win.
 - 7.2.1.5. If none of the above apply, all tied services will display the optimized icon.
 - 7.3. If Fastest Delivery is selected, the optimized price will be the overall fastest delivery on the rate grid.
 - 7.3.1. If two or more prices tie for Fastest Delivery, then the following rules will apply in the listed order:
 - 7.3.1.1. If one service is from the user's preferred carrier, the preferred carrier's service will win.
 - 7.3.1.2. If one service has a lower price, then the service with the lowest price will win.
 - 7.3.1.3. If one service is guaranteed and the others are not, the guaranteed service will win.
 - 7.3.1.4. If one service has tracking and the others do not, the tracked service will win.
 - 7.3.1.5. If none of the above apply, all tied services will display the optimized icon.
 - 7.4. The optimized price will be determined from the user's preferences.
- 8. Carrier information
 - 8.1. The carrier names on the rate grid will be links to Carrier pitch pages.
- 9. Service information
 - 9.1. The service names on the rate grid will be links to the Carrier pitch pages.
 - 9.2. The display will jump to the information about the selected service.

10. Delivery Deadline

- 10.1. If a delivery deadline has been selected, a "show all dates" link will appear next to the last date shown on the rate grid.
 - 10.1.1. Selecting this button will expand the rate grid to show all available delivery dates.
 - 10.1.2. The "show all dates" link will not be displayed on the Sell It Shipping Charges grid.

11. Disclaimers

- 11.1. Disclaimers will appear directly below the rate grid in a distinctive color.
- 11.2. When "Regular pickup from my location" is selected, the disclaimer shall read: "Rates shown are published rates for account holders. If you don't have a carrier account, your rates may be higher."
- 11.3. When no postal code is entered for an international destination that requires a postal code, a disclaimer shall be displayed. (See Common Req. #4.8.1.5.2.3.2)

12. Summary Information

- 12.1. Each section of summary information except for Charges will have a Change link.

12.1.1. Pressing the change link will take the user to the appropriate edit page.

- 12.1.1.1. Shipment Info: The Prepare Your Shipping Estimate page, with the focus on the first origin address field.
- 12.1.1.2. Package Info: The Package Info page, with the focus on the package weight field.
- 12.1.1.3. Shipping Options: The Shipping Options page, with the focus on the Ship Date field.

12.2. Shipment Charges:

Shipping Charges:	Service:	UPS Ground	\$ 5.55	Show Retail Rates
	Service Options:	10% Handling Fee	\$.56	
	Loss Protection:	Protection for \$150	\$.46	
	Total:		\$ 6.57	

Illustration 20: Shipping Charges

- 12.2.1. Service, name of service, cost of service
- 12.2.2. Service options, cost of service options
- 12.2.3. Total charges, total cost of service and options
- 12.2.4. Link to Retail or Standard Rates
 - 12.2.4.1. The link will only appear when:
 - 12.2.4.1.1. The user has retail rates available and/or
 - 12.2.4.1.2. The user has selected handling charges.
 - 12.2.4.1.3. The link will never appear on the Buyer's Sell It page.
 - 12.2.4.2. Standard rates display the prices the user will pay for services.
 - 12.2.4.3. Retail rates display the prices the user's customer will pay for services.
 - 12.2.4.3.1. If the user's account has retail rates available, those rates will be displayed when retail rates are selected.
 - 12.2.4.3.2. If the user has selected handling charges, the handling charges will be added to the rates.
 - 12.2.4.4. If Standard rates are currently being displayed, the link will be to retail rates.
 - 12.2.4.5. If Retail rates are currently being displayed, the link will be to standard rates.
 - 12.2.4.6. Price It and Ship It will default to Standard Rates.
 - 12.2.4.7. Sell It will default to Retail Rates.

12.3. Shipment Info:

Shipment Info:	No. of Packages:	1	Destination:	<u>The Moon's</u>
[Change]	Origin:	iShip.com Bellevue, WA 98006		Prosser, WA 99350 United States

Illustration 21: Summary of Shipment Info

12.3.1. Number of packages

12.3.2. Origin Address:

12.3.2.1. Origin Nickname, Contact Name, or Company Name, if available.

12.3.2.1.1. In Ship It, this field will be a link to complete origin address information for the shipment.

12.3.2.2. Origin City, State, ZIP

12.3.3. Destination Address

12.3.3.1. Destination Nickname, Contact Name, or Company Name, if available.

12.3.3.1.1. In Ship It, this field will be a link to complete destination address information for the shipment.

12.3.3.2. Destination City, if known

12.3.3.3. Destination State or Province, if known

12.3.3.4. Destination ZIP or Postal Code, if known

12.3.3.5. Destination Country

12.4. Package Info

12.4.1. If there is one package in the shipment or if all packages in the shipment are the same:

Shipment Info:	No. of Packages:	1	Destination:	<u>The Moon's</u>
[Change]	Origin:	iShip.com Bellevue, WA 98006		Prosser, WA 99350 United States

Illustration 22: Summary of Package Info (single package)

12.4.1.1. Weight

12.4.1.2. Packaging Type

12.4.1.3. Dimensions

12.4.1.4. Loss Protection amount, if available

12.4.1.4.1. Loss protection is only included in Buyer's Rate Grid in Sell It when Buyer's selection of loss protection amount is greater to or equal to Seller's selection of loss protection amount.

12.4.1.5. COD Amount, if available

12.4.1.6. Proof of Delivery, if available

12.4.1.7. Call Tag, if available

12.4.1.8. Delivery Notification, if available

12.4.1.8.1. Verbal Confirmation

12.4.1.8.2. USPS Del. Confirmation

12.4.1.8.3. E-Mail Notification

12.4.1.9. Certified Mail, if available

12.4.1.10. Return Receipt, if available

12.4.1.11. Registered Mail, if available

12.4.2. If there is more than one package in the shipment and the packages in the shipment are not the same:

Package Info:
Click on the weight link to view the package's summary.

Package #1: Letter
Package #2: 2 lb. 2 oz.
Package #3: Letter

Package #4: Letter
Package #5: 2 lb.

Illustration 23: Summary of Package Info (multiple packages)

12.4.2.1. The Nickname of each package will be displayed as a link.

12.4.2.1.1. If the nickname is not available, the weight will be displayed

12.4.2.2. In supported browsers, the package link will take the user to a pop-up window displaying the information for that package.

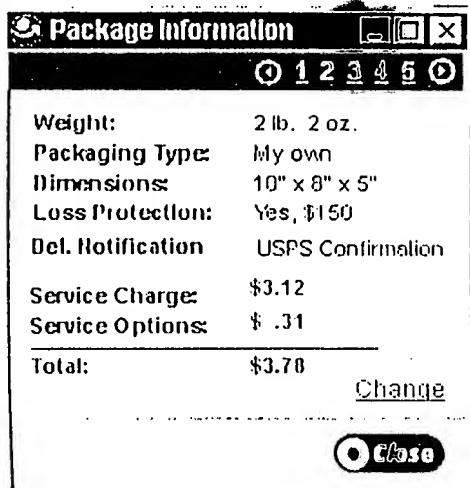


Illustration 24: Package Summary

12.4.2.2.1. Links to all other packages in the shipment

12.4.2.2.2. A Change button

12.4.2.2.2.1. The Change button will take the user to the package info page for the selected package.

12.4.2.2.3. A Close button

12.4.2.2.4. Weight

12.4.2.2.5. Packaging Type

12.4.2.2.6. Dimensions

12.4.2.2.7. Loss Protection amount, if available

12.4.2.2.7.1. Loss protection is only included in Buyer's Rate Grid in Sell It when Buyer's selection of loss protection amount is greater to or equal to Seller's selection of loss protection amount.

12.4.2.2.8. COD Amount, if available

12.4.2.2.9. Proof of Delivery, if available

12.4.2.2.10. Delivery Notification, if available

12.4.2.2.10.1. Verbal Confirmation

12.4.2.2.10.2. USPS Del. Confirmation

12.4.2.2.10.3. E-Mail Notification

12.4.2.2.11. Certified Mail, if available

12.4.2.2.12. Return Receipt, if available

12.4.2.2.13. Registered Mail, if available

12.4.2.2.14. Service Charge

12.4.2.2.15. Service Options Charge

12.4.2.2.16. Total Charges

12.5. Shipping Options (not included in Buyer's Rate Grid in Sell It application)

Shipping Options:	Drop Off/Pickup: My location	Pickup Options: --
[<u>Change</u>]	Handling Charges: 10%	Delivery Options: Residence
	Ship Date: THUR - 11/11/99	

Illustration 25: Shipping Options

12.5.1. Ship Date

12.5.2. Delivery Deadline, if selected

12.5.3. Guaranteed Delivery, if selected

12.5.4. Delivery without signature, if selected

12.5.5. Earliest Delivery Times, if selected

12.5.6. Drop off/Pickup selection, if selected

12.5.7. Pickup Options, if selected

12.5.7.1. Origin address business/residence selection

12.5.7.2. Number of flights of stairs

12.5.7.3. Loading dock availability

12.5.7.4. Appointment required selection

12.5.8. Delivery options

12.5.8.1. Origin address business/residence selection

12.5.8.2. Number of flights of stairs

12.5.8.3. Loading dock availability

12.5.8.4. Appointment required selection

12.5.9. Handling charges, when available

12.5.9.1. Percentage amount

12.5.9.2. Fixed amount

13. Inactive carriers link

13.1. When any carrier selected by the user in preferences or in shipping options is not available, a link shall be displayed: "Why are some carriers not available?"

13.2. This link shall take the user to an Inactive Carriers FAQ.

14. Inactive services link

14.1. When any service for an available carrier is not available, a link shall be displayed: "Why are some services not available?"

14.2. This link shall take the user to an Inactive Services FAQ.

15. E-Mail this Quote link

15.1. When selected, the user will be taken to an E-Mail This Quote form.

15.1.1. If no service is selected on the rate grid, an error message will appear: "Please click on a rate on the rate grid. The selected service will be used to generate your quote."

15.2. The form will include:

15.2.1. Text: "You can e-mail this shipping quote to up to three e-mail recipients. Fill in the information below and then click on Submit."

15.2.2. Text box for Name (required)

15.2.3. Text box for e-mail address (required)

15.2.3.1. Standard e-mail address validation shall apply.

15.2.4. Two additional text boxes for Name

15.2.5. Two additional text boxes for e-mail address

15.2.5.1. Standard e-mail address validation shall apply

15.2.6. Text box for Message**15.2.7. Quote**

- 15.2.7.1. Origin City, State, ZIP
- 15.2.7.2. Destination City, if known
- 15.2.7.3. Destination State or Province, if known
- 15.2.7.4. Destination ZIP or Postal Code, if known
- 15.2.7.5. Destination Country
- 15.2.7.6. Number of packages
- 15.2.7.7. Service, name of service, cost of service
- 15.2.7.8. Service options, cost of service options
- 15.2.7.9. Total charges, total cost of service and options

15.2.8. Send button

- 15.2.8.1. If no name or e-mail address is entered, an error message will appear: "Please enter a name and e-mail address. The Shipping Quote and your Message will be sent to the e-mail addresses you specify."
- 15.2.8.2. When Send is selected:
 - 15.2.8.2.1. The Quote and Message text will be sent to the designated e-mail addresses.
 - 15.2.8.2.2. An alert box will appear with the text: "Your Quote has been sent".
 - 15.2.8.2.2.1. The alert box will include an "OK" button.
 - 15.2.8.2.2.2. When OK is pressed, the user will be returned to the Shipping Charges page.

15.2.9. Close button**4.9. LIST BEHAVIOR**

1. Lists will show a configurable number of rows (chunk) on one page.
 - 1.1. Whenever a user has as many or more than the chunk size in his list, a complete chunk will be displayed on the page.
 - 1.2. If more rows are available than the chunk size, links to the rest of the rows will appear.
 - 1.2.1. If the list being displayed does not begin with the first row, a Previous link will be displayed.
 - 1.2.1.1. Selecting the Previous link will take the user to a list beginning with the chunk prior to the current first displayed address.
 - 1.2.1.2. If fewer than the chunk size are available when the user clicks Previous, the first chunk will be displayed.
 - 1.2.1.3. If no earlier rows are available when the user clicks Previous, an alert box will be displayed: "You are at the beginning of your <name of dialog>."
 - 1.2.2. If the list being displayed does not end with the last row, a Next link will be displayed.
 - 1.2.2.1. Selecting the Next link will take the user to a list of rows beginning with the chunk after the current last displayed address.
 - 1.2.2.2. If fewer than the chunk size are available when the user clicks Next, the last chunk will be displayed.
 - 1.2.2.3. If no later rows are available when the user clicks Next, an alert box will be displayed: "You are at the end of your <name of dialog>."
 2. The closest match will appear at the top of the list as a highlighted entry.



Address Book - Addresses

My iShip | Price It | Ship It | Track It | Sell It | Help

Personal	Company	Local	<Previous [1-15] Next >	My iShip Home
123	B C D E F G H I J K L M N O P Q R S T U V W X Y Z	Nickname:	<input type="button" value="Find"/>	<input type="button" value="Print"/>
<input checked="" type="checkbox"/> ACME	ACME CEO	Conrad Hunter	ACME, Inc.	Bellevue, WA 98006
<input type="checkbox"/> ABaine	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349
<input type="checkbox"/> D Giles	D Giles	Dan Giles	Allbright Insurance	Bellevue, WA 98006
<input checked="" type="checkbox"/> AGrey	AGrey	Amber Grey	Walking Rain	Reston, VA 90050

Illustration 26: Highlighted row

3. Rows greater than the best match will be displayed up to the chunk size.

5. Registration

5.1. REGISTRATION

5.1.1. General

1. The registration pages will have the following buttons, each of which will follow common button behavior.
 - 1.1. Next
 - 1.2. Back
 - 1.3. Cancel
 - 1.4. Reset

5.1.2. Requirements

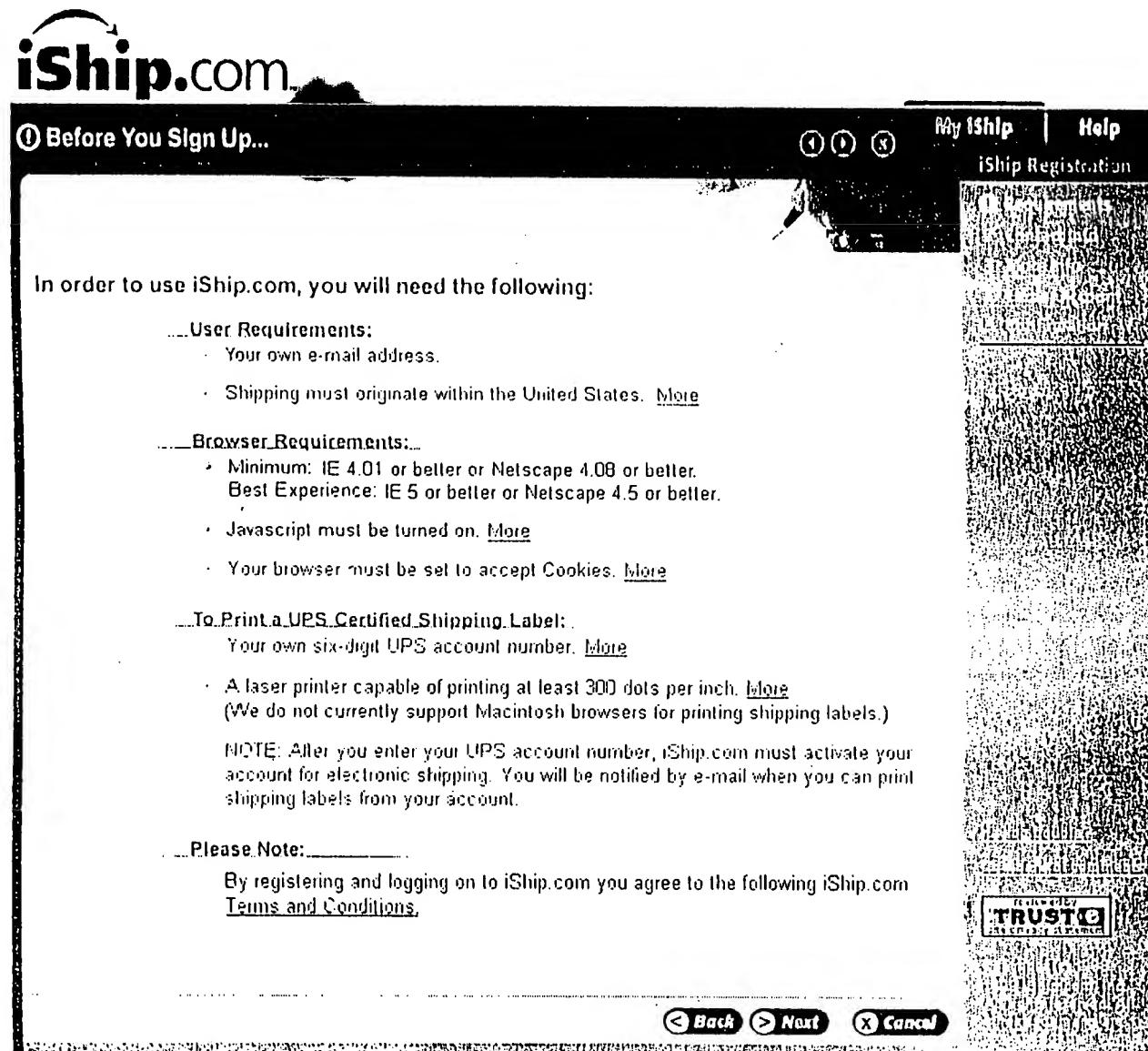


Illustration 27: Registration requirements

1. When the user selects Register, the user will be taken to the Requirements page.
2. Buttons:
 - 2.1. Back

- 2.2. Next
- 2.3. Cancel

5.1.3. Address Information

1. When the user selects Next from the Requirements page, the user will be taken to the Address Information form.

② Contact Information

Name and Address:
Enter your Full Name the way you want it to appear on your package shipping labels.
iShip.com will send shipping and tracking messages to the e-mail address you provide.

Contact Name:

E-mail Address:

Your return address should not be a P.O. Box unless you intend to only ship with the USPS. Packages shipped with other carriers cannot be returned to P.O. Boxes.

Company:

Street:

Floor/Room:

Department:

City:

State:

Zip Code:

Telephone:

iShip.com currently supports shipping from U.S. domestic addresses to more than 200 countries.

Back **Reset** **Next** **Cancel**

TRUSTe

Illustration 28: Registration Address

- 1.1. Registration will not be available to Enterprise customers.
 - 1.1.1. Enterprise end users will have user names and passwords assigned to them by the Enterprise administrator.
 - 1.1.2. Enterprise customers will be assigned a user name separate from their e-mail address.
 - 1.1.2.1. User names must be unique within the enterprise domain.
- 1.2. The user will be able to select Register from:
 - 1.2.1. The Corporate Home page.
 - 1.2.2. The Logon page.
2. User will receive notification that we support U.S. origin shipping only.
 - 2.1. Only users with U.S. domestic addresses may register.
3. The user will be prompted to enter the following information:

3.1. General information

- 3.1.1. Contact Name (required)
- 3.1.2. E-Mail Address (required)
 - 3.1.2.1. Only one account per e-mail address will be allowed.
 - 3.1.2.2. If a user enters an e-mail address that is already in the iShip system, an error message will be displayed: "This e-mail address already has an iShip account. Please use another e-mail address or click on Password Recovery to have a new password e-mailed to you."

3.2. Address

- 3.2.1. Company Name
- 3.2.2. Street (Address 1)
- 3.2.3. Room/Floor (Address 2)
- 3.2.4. Department (Address 3)
- 3.2.5. City (See Common Req.#4.7)
- 3.2.6. State (See Common Req.# 4.7)
- 3.2.7. Look up ZIP Code link (see Common Req. # 4.8.1.5.3)
- 3.2.8. ZIP Code (required)
- 3.2.9. Look up City, State link (see Common Req. # 4.8.1.5.4)
- 3.2.10. Telephone

- 4. When the user clicks Continue from the Address Information form, the user will be taken to the More Information form.

5.1.4. More Information

iShip.com

More Information

My iShip | Help

iShip Registration

Password Recovery:

Once your registration is complete, iShip will supply you with a password. If you forget your password, iShip will need verification before a new password is sent to you.

Type a question that only you know the answer and one that is easy for you to remember. Then enter the answer in the following field.

Question:

Answer:

Remember my name and password for easy log on.
 Receive shipping information updates.
 Receive shipping notifications via e-mail.

Survey

1. Do you use Stamps.com? Yes No
2. How many packages do you generally ship in a week?
3. How many people does your company employ?
4. What is your industry?

Carrier Accounts:

To print shipping labels with iShip.com you must have an account set up with one or more of the following carriers. You do not need an existing carrier account to register with iShip.com. [More](#)

I have existing accounts with: FedEx UPS TRUSTe

[iShip.com Terms and Conditions](#)

< Back **Reset** **> Next** **X Cancel**

Illustration 29: Registration More Information

1. Password Recovery Phrase
 - 1.1. The user will be prompted to enter a password recovery question.
 - 1.2. The user will be prompted to enter an answer to the password recovery question.
2. Survey questions
 - 2.1. The user will be requested to answer four marketing survey questions (TBD).
 - 2.1.1. These fields will not be required.
 - 2.2. The questions and potential answers should be configurable.
 - 2.2.1. Allowable answer types should be:
 - 2.2.1.1. Drop down lists
 - 2.2.1.2. Radio buttons
3. The following check boxes will be available:
 - 3.1. Receive shipping information updates.
 - 3.1.1. Default is checked.

- 3.2. Receive shipping notifications via e-mail.
 - 3.2.1. Default is checked.
- 3.3. Remember my name and password for easy logon.
 - 3.3.1. This selection will not be available for Enterprise products.
 - 3.3.2. Default is unchecked.
4. The page will include a link to the iShip Terms and Conditions.
5. Carrier account information
 - 5.1. A check box will exist for each supported Carrier.
 - 5.1.1. The carrier's logos will be placed next to the check boxes.
 - 5.1.2. The carrier's logos will link to a Carrier pitch page.
 - 5.2. The check box selections will not appear for Enterprise accounts when carriers have already been registered for that account.
 - 5.2.1. Only the Enterprise administrator will be permitted to register a carrier account for the Enterprise.
 - 5.3. No carriers will be selected by default.
6. When the user clicks Next from the More Information form, the user will be taken to Carrier Account Information page(s) for each carrier the user selected.
7. If the user selects no carriers, the user will be registered and sent to the Registration Complete page.

5.1.5. Carrier Account Information

iShip.com

Carrier Account Information

[My iShip](#) | [Help](#)

[iShip Registration](#)

UPS Account Information:

Account No.:	123456
Name:	Lory Krell
Company:	iShip.com
Street:	3535 Factoria Blvd.
Floor/Room:	Floor 5
Department:	
City:	Bellevue
State:	WA - Washington
Zip:	98034-1111
Telephone:	(509) 786-1712
Fax:	
Pickup Time:	5 : 15 AM

UPS License Agreement:

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UNITED PARCEL SERVICE AND ITS AFFILIATES ("UPS") DOES NOT WARRANT THE COMPLETENESS, TIMELINESS OR ACCURACY OF ANY DATA, INFORMATION, FEATURES AND/OR PROGRAMS ("INFORMATION") AVAILABLE ON OR THROUGH THE VARIOUS UPS WEB SITES (COLLECTIVELY THIS "WEB SITE"). TO THE FULLEST EXTENT PERMITTED BY LAW, THE INFORMATION IS PROVIDED "AS IS" WITHOUT WARRANTY OF

[**< Back**](#) [**Reset**](#) [**> I Agree**](#) [**X Cancel**](#)

Illustration 30: Carrier Account Information

1. For each supported carrier that the user selects on the More Information page, the user will be presented in sequence with a carrier account registration form, which includes:
 - 1.1. Carrier account number
 - 1.2. Carrier Account address Information
 - 1.2.1. Address Information will be pre-populated with user information.
 - 1.2.2. Address information fields will be required depending on the requirements of each Carrier
 - 1.2.2.1. Contact name
 - 1.2.2.2. Company name
 - 1.2.2.3. Street (Address 1)
 - 1.2.2.4. Room/Floor (Address 2)
 - 1.2.2.5. Department (Address 3)
 - 1.2.2.6. City
 - 1.2.2.7. State
 - 1.2.2.8. ZIP Code
 - 1.2.2.9. Telephone
 - 1.3. Scheduled pickup time

- 1.3.1. Drop down list for hour
 - 1.3.1.1. (Select One) will be the default.
 - 1.3.1.2. Drop down list will contain the numbers 1 through 12
- 1.3.2. Drop down list for minutes
 - 1.3.2.1. (Select One) will be the default.
 - 1.3.2.2. Drop down list will contain:
 - 1.3.2.2.1. 00
 - 1.3.2.2.2. 15
 - 1.3.2.2.3. 30
 - 1.3.2.2.4. 45
- 1.3.3. AM and PM radio buttons
 - 1.3.3.1. The PM radio button will be selected by default.

1.4. Carrier License Agreement form

1.5. The Next button will be replaced with an "I Agree" button.

- 1.5.1. When the user selects "I Agree," for each Carrier he selected, he will be registered and sent to the Registration Complete page.

5.1.6. Registration Complete

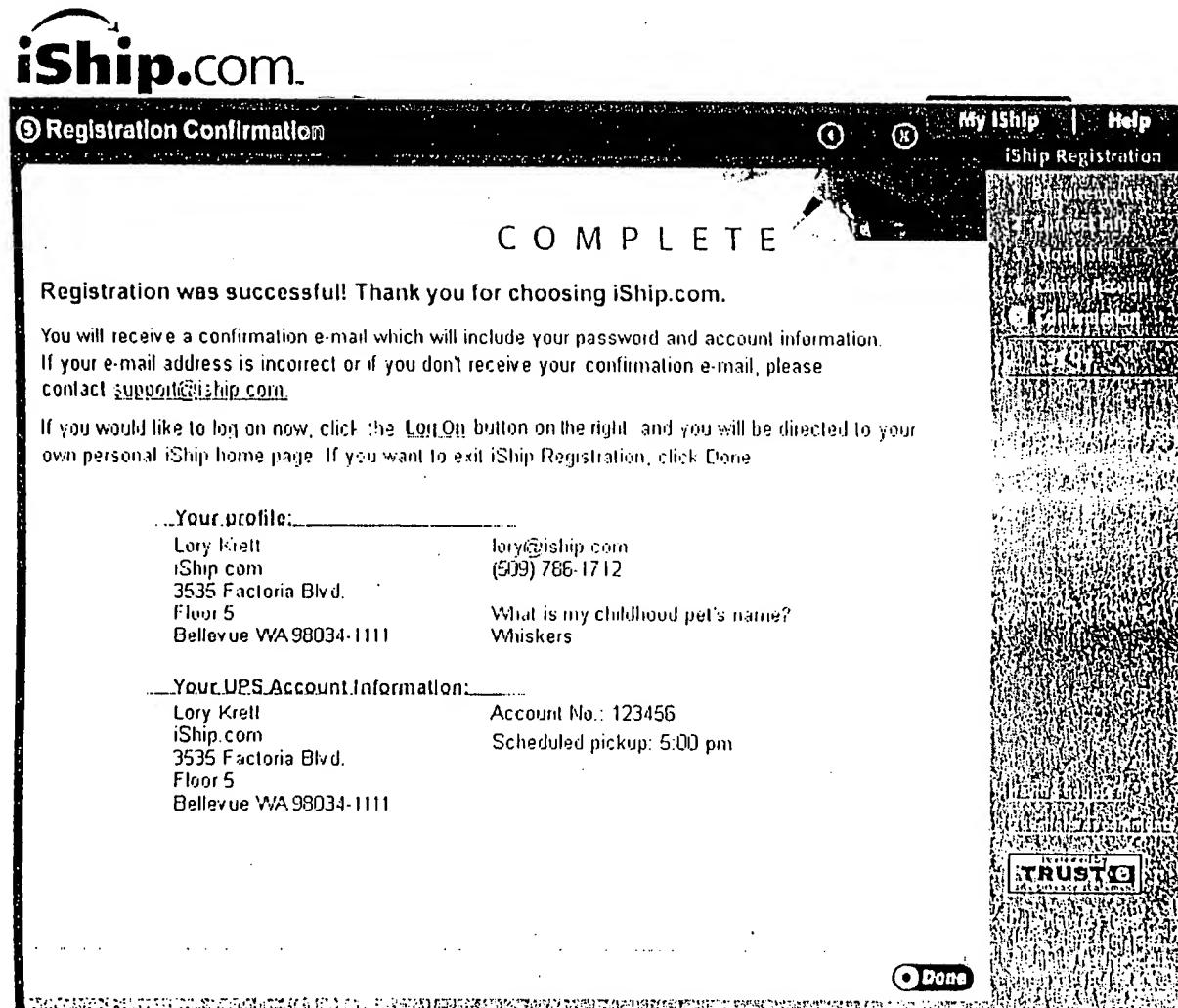


Illustration 31: Registration Complete

1. Once the user has completed registration requirements:
 - 1.1. A password will be generated for the user.

- 1.1.1. Generated passwords shall be easily understandable words and phrases.
- 1.2. The user's information shall be stored in the database.
- 1.3. The user will be displayed the registration complete page. The registration complete page will include:
 - 1.3.1. The user's name.
 - 1.3.2. The user's logon name (Enterprise and multi-user accounts only).
 - 1.3.3. The user's e-mail address.
 - 1.3.4. The user's address information.
 - 1.3.5. The user's password recovery question and answer.
 - 1.3.6. The user's selected carriers.
 - 1.3.7. The user's carrier account information for each carrier.
 - 1.3.8. Instructions on how to log in and use the service.
 - 1.3.8.1. The instructions will include a notice that the user's password and confirmation code are being e-mailed to the user's e-mail address.
 - 1.3.8.2. Instructions on what the user should do if his e-mail address is incorrect or he does not receive the confirmation e-mail.
 - 1.3.9. A Done button
 - 1.3.9.1. The Done button will observe standard "Done" behavior.
 - 1.3.9.2. The user will not automatically be logged on when registration is complete.
- 1.4. The user will be sent a confirmation e-mail to the registered e-mail address. The e-mail will contain:
 - 1.4.1. The user's name.
 - 1.4.2. The user's logon name (Enterprise and multi-user accounts only).
 - 1.4.3. The user's e-mail address.
 - 1.4.4. The user's password in clear text.
 - 1.4.4.1. Passwords shall be easily understandable words and phrases.
 - 1.4.4.2. The e-mail will include instructions on how to change the password.
 - 1.4.5. The user's address information.
 - 1.4.6. The user's carrier account information.
 - 1.4.6.1. Carrier account information will not be provided for Enterprise and multi-user accounts.
 - 1.4.7. A link to the logon page of iShip.com.

5.1.7. Affiliate Registration

1. If a user registers from an affiliate site, the user's affiliate user name and password will be used by iShip.com and shall become the user's iShip.com user name and password.
 - 1.1. The user's account information shall include the affiliate from which he registered.
 - 1.2. The user will be required to agree that the information he provides on the affiliate site will be sent to iShip.com.

6. Home

6.1. LOGON

The screenshot shows the iShip.com logon interface. At the top, there's a logo and a "Welcome to iShip.com" message. The main area has sections for "Registered Users", "Password Recovery", and "New Users". The "Registered Users" section contains fields for "User ID" and "Password", a checked "Remember my name and password for easy log on" checkbox, and links for "Help" and "Recovery". The "Password Recovery" section provides instructions for recovering a password via email. The "New Users" section offers links to register or learn more about the service. At the bottom are "Next" and "Cancel" buttons, and a "TRUE" button.

Illustration 32: Log On

1. When the user selects Log On, the Log On page will be displayed. The Log On page will include:
 - 1.1. User Name/E-mail Address field (required)
 - 1.2. Password (required)
 - 1.3. Check box "Remember my user name and password" (sticky logon).
 - 1.3.1. When selected, the user name and password will automatically be filled in.
 - 1.3.2. The availability of this option shall be configurable by the Administrator.
 - 1.4. Link to Password Recovery
 - 1.5. Link to Registration
 - 1.6. Link to Help
 - 1.7. Buttons
 - 1.7.1. Next
 - 1.7.2. Cancel
2. The first time a user successfully logs on, a message will be displayed: "Please set your preferences and change your password by clicking on Preferences under the My iShip tab."

6.1.2. Log Out

1. When selecting "Log Out" the user will receive an alert box: "Are you sure you want to log out?"
 - 1.1. Buttons
 - 1.1.1. OK
 - 1.1.2. Cancel
 - 1.2. "Don't show this message again" check box.
 - 1.2.1. When selected, the Show Log Off Message preference will be set to No.
2. The user will be sent to the URL defined by the affiliate as the Return on Log Out page.
 - 2.1. If no return on Log Out page has been defined, the user will be sent to the affiliate page from which he entered the site.

- 2.2. If we are unable to send the user to the referring page, when the user clicks on Log Out, the user will be returned to www.iship.com.
3. If the user's session times out and he is logged out, when the user attempts an action, an alert dialog will be displayed: "Your session has timed out. Please log in again."
 - 3.1. After clearing the dialog, the user will be taken to the Log On screen.

6.2. UNIFIED LOGON

1. When a registered user is logged on to a secure area of an affiliate with unified logon privileges:
 - 1.1. The user's logon credentials will be accepted from the affiliate.
 - 1.2. The user will be logged in without seeing a Log On page.
 - 1.3. The user will be sent to the requested logged on page.
 - 1.3.1. If the user selects Shipping, the user will be sent to the first page of Ship It.
 - 1.3.2. If the user selects Pricing, the user will be sent to the first page of Price It.
 - 1.3.3. If the user selects Selling, the user will be sent to the first page of Sell It.
 - 1.3.4. If the user selects Tracking, the user will be sent to the first page of Track It.
 - 1.3.5. If the user selects none of these, the user will be sent to the My iShip Welcome page.

6.3. PASSWORD RECOVERY

1. When the user selects password recovery from the logon page, the user will be presented with a password recovery page.
 - 1.1. The user will be prompted to enter his user name or e-mail address.

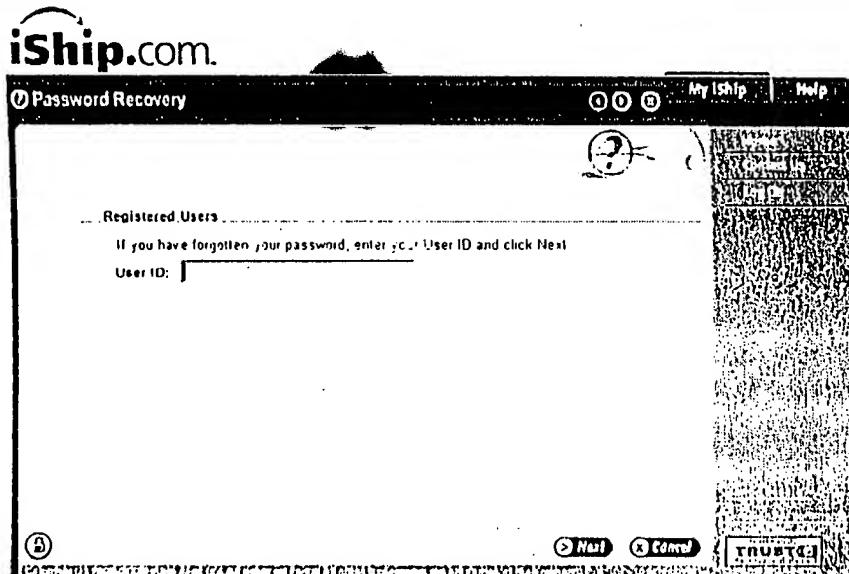


Illustration 33: Password Recovery

- 1.1.1. The single field will accept either a user name or an e-mail address.
- 1.1.2. If the user name or e-mail address is not found, an error message will be displayed: "We are unable to find that user in the iShip.com system. Please contact iShip.com customer support for help recovering your password."
- 1.1.3. Buttons
 - 1.1.3.1. Next
 - 1.1.3.2. Cancel
 - 1.1.3.2.1. The Cancel button shall return the user to the logon screen.
- 1.2. The user will be displayed the password recovery question associated with that e-mail address.

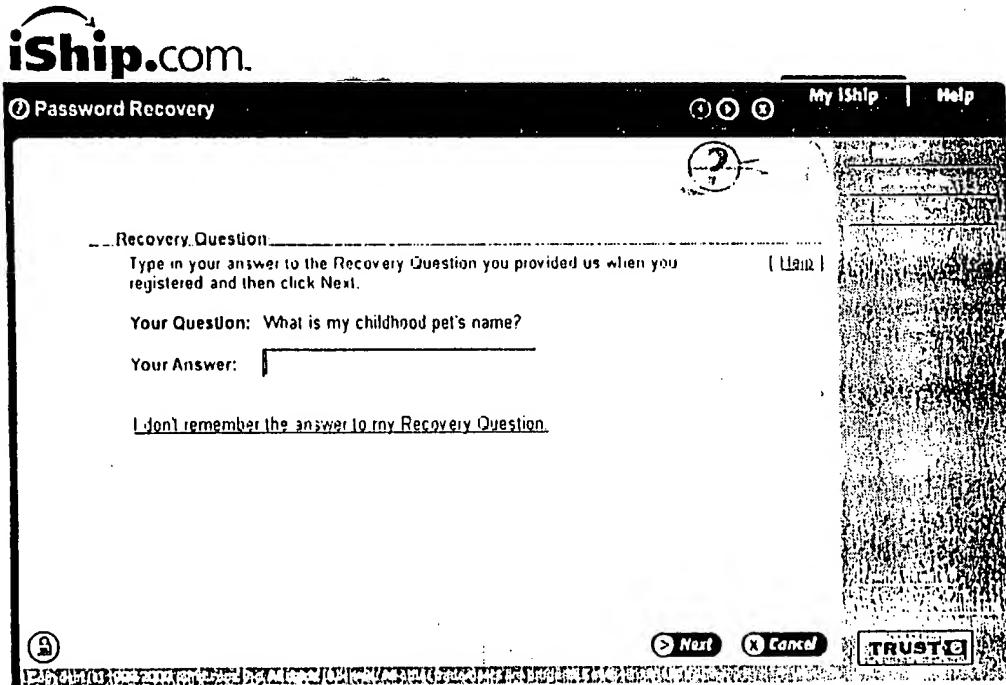


Illustration 34: Password Recovery

- 1.2.1. The user will be prompted to answer the password recovery question.
- 1.2.2. If the user correctly responds to the password recovery question, a confirmation page will be displayed:

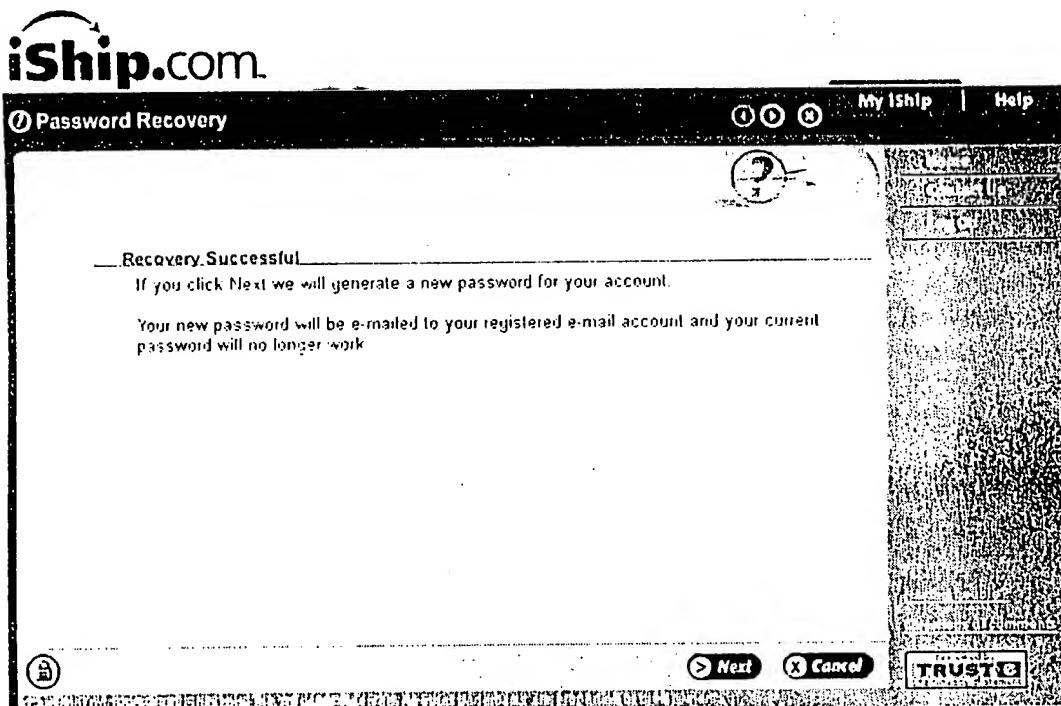


Illustration 35: Password Recovery (success)

- 1.2.2.1. Text: "If you continue, we will generate a new password for your account. Your new password will be e-mailed to your registered e-mail account and your current password will no longer work."
- 1.2.2.2. If the user selects Next, a new password will be generated for the account and the user name, e-mail address, and new password will be e-mailed to the registered e-mail address.

1.2.3. If the user incorrectly responds to the password recovery question, an error page will be displayed:

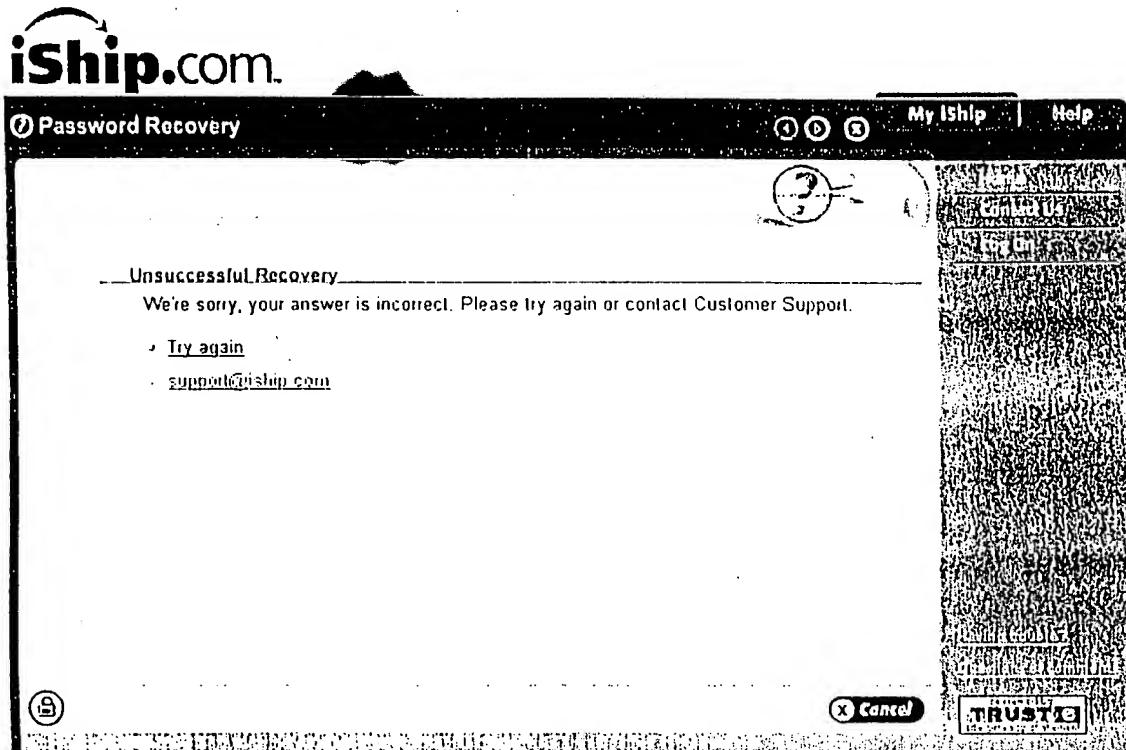


Illustration 36: Password Recovery (Failure)

- 1.2.3.1. Text: "We're sorry, your answer is incorrect. Please try again or contact customer support for help."
- 1.2.3.2. Link to customer support.
- 1.2.3.3. Password recovery question prompt.
- 1.2.3.4. Prompt for answer to the password recovery question.
- 1.2.4. Buttons
 - 1.2.4.1. Next
 - 1.2.4.2. Cancel
 - 1.2.4.2.1. The Cancel button shall return the user to the logon screen.

7. My iShip

7.1.1. Welcome

1. The My iShip navigation bar will include:
 - 1.1. Welcome
 - 1.2. Address Book
 - 1.3. Saved Packages
 - 1.4. Setup Wizard
 - 1.5. Shipping Preferences
 - 1.6. Account Preferences
 - 1.7. Payment Preferences
 - 1.8. QuickPrice
 - 1.8.1. The availability of this feature will be configurable by the Administrator.
 - 1.9. QuickTrack
 - 1.9.1. The availability of this feature will be configurable by the Administrator.
2. When a user successfully logs on to iShip.com, he will be presented with a welcome page, which will include:

What's iShip All About?

take a tour See how our service works—from comparing rates to reviewing your shipping activity

contact iShip Having trouble? support@iship.com General questions? info@iship.com Other? Go to more.

Want your shipping activities to be a little more automated? Set defaults that streamline your shipping activities in [Preferences](#).

Missed your shipping deadline? Find other [drop off locations](#). Find alternate drop off locations with the new [Drop Off Locator](#).

We've been busy!
Take a look at all the **cool new features and enhancements.**

This is the marketing text. A little tidbit of information to get the user interested. Then a link to find out all the cool new features and all the neat stuff they can do now. [Click here.](#)

Your Most Recent Package and Shipment Summaries
Click on the Status icon to go to that item in your [Shipping History](#).

Status	Ship To	Pkgs.	Carrier & Service	Ship Date	Delv. Date
<input checked="" type="radio"/>	John Smith	1	UPS Ground	11/22/99	-
<input type="radio"/>	David Evans	1	UPS Ground	11/22/99	-
<input type="radio"/>	John Smith	1	UPS Ground	11/22/99	-
<input type="radio"/>	John Smith	2	UPS Ground	11/21/99	-
<input type="radio"/>	Jacob Lewis	1	Airborne Second Day	10/19/99	10/21/99

Status icons: Held In Transit Delivered En Route

AIRBORNE EXPRESS FedEx UPS UNITED STATES POSTAL SERVICE **YELLOW**

Illustration 37: My iShip Welcome page

- 2.1. A summary of the last five outbound shipments the user sent.
 - 2.1.1. Each row will be a link to that shipment in outbound packages history
- 2.2. A summary of the last five inbound packages sent to the user (see Req. #11.1.2.3.4).
 - 2.2.1. Inbound packages will include:

- 2.2.1.1. AT RISK: Packages sent by other iShip users
- 2.2.1.2. Packages manually entered into the inbound tracking log.
- 2.2.2. Each package will be a link to that package in inbound packages history
- 2.3. A summary of all pending packages saved during Price It, Sell It, and Ship It
 - 2.3.1. Each package will be a link to that package in pending packages history
- 2.4. Privileged users will also see:
 - 2.4.1. AT RISK: End of Day status
 - 2.4.1.1. Number of packages in current manifest
 - 2.4.1.2. Link to End of Day functionality
 - 2.4.2. Link to the Administrative client
- 2.5. An Update Now button
 - 2.5.1. When selected, the statistics will be updated.
- 2.6. A marketing story or update on shipping conditions to be provided by the product manager.
 - 2.6.1. All stories provided may be directed to the user's specific Enterprise or affiliate.
 - 2.6.2. The text of the story should be configurable by an iShip privileged user.
 - 2.6.3. The configurable area will be the upper right-hand section (above the shipment summaries) and the bottom left segment (above the carrier logos).
 - 2.6.4. Initial content of this area is TBD.
- 2.7. A message from the Enterprise Administrator
 - 2.7.1. The text of the story should be configurable by an Enterprise privileged user.
 - 2.7.2. This feature is available to Enterprise customers only.
 - 2.7.3. The configurable area will be the upper left section below the My iShip title and shall consist of three-quarters of the column.
 - 2.7.4. Initial content of this area is TBD.

- 3. Support for single user holding multiple accounts
 - 3.1. User will be displayed a list of accounts he owns on the My iShip page
 - 3.2. Selecting an account will change all information displayed to that account

7.1.2. Address Book

Personal	Company	Local	Previous	116	Next
123	A B C D E F G H I J K L M N O P Q R S T U V W X Y Z	Nickname:	Find		
<input checked="" type="checkbox"/> Edit	ACME CEO	Conrad Hunter	ACME, Inc.	Bellevue, WA 98006	
<input type="checkbox"/> Edit	ABaine	Allen Baine	OceanStray	Centerboro, MA 02349	
<input type="checkbox"/> Edit	Allright	Dan Giles	Allright Insurance	Bellevue, WA 98006	
<input checked="" type="checkbox"/> Edit	AGRAY	Amber Gray	Walking Rain	Reslon, WA 98050	
<input checked="" type="checkbox"/> Edit	Beth	Elizabeth Callahan	This Company	Spring Lake Heights, NJ 07763-0098	
<input type="checkbox"/> Edit	Bester	Boris Ester	Walking Rain	Reslon, WA 98050	
<input type="checkbox"/> Edit	Bergs	Mall and Heidi Berg		Kirkland, WA 98034	
<input type="checkbox"/> Edit	BHanna	Becky Hanna	Walking Rain	Reslon, WA 98050	
<input checked="" type="checkbox"/> Edit	Blainez	Dill and Mick Blaine		Prosser, WA 99350	
<input type="checkbox"/> Edit	BSinasne	Bob Sinasne	OceanStray	Centerboro, MA 02349	
<input type="checkbox"/> Edit	BSmith	Bill Smith	AllBusiness.com	San Francisco, CA 94111	
<input type="checkbox"/> Edit	Bucknans	Tim and Sandy Buckman		Prosser, WA 99350	
<input type="checkbox"/> Edit	CBarey	Cathy Barey		Prosser, WA 99350	
<input type="checkbox"/> Edit	Cindy	Cindy Brown		Prosser, WA 99350	
<input type="checkbox"/> Edit	CDenhorp	David Denhorp	Internet, Inc.	Ellensburg, WA 98926	

[View History](#)
 [Delete](#)
 [Add](#)
 [Dups](#)
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Illustration 38: Address Book List View

- The Address Book will hold a variable number of user addresses.
 - The number of available addresses will be configurable by account type.
- Users will have access to the Select Address view from logged on versions of Ship It, Price It, and Sell It.
- Users will have access to multiple address books.
 - Personal
 - Company
 - The availability of this feature shall be configurable by the Administrator.
 - When the Company Address book is selected, the user will be taken to an Enterprise-defined user interface.
 - Shared
 - Local
- The Address Book shall contain the following fields:
 - Contact Name (required)
 - Nickname
 - If no entry is made, the nickname field shall default to the entry in the Contact Name field.
 - Nicknames must be unique for the user.
 - Company Name
 - Street (Address 1) (required)
 - Room/Floor (Address 2)
 - Department (Address 3)
 - Country (required)
 - City
 - State or Province

- 4.10. ZIP or Postal Code (required)
- 4.11. E-Mail Address
- 4.12. Telephone
- 4.13. Business/Residence radio buttons
- 4.14. Flights of stairs
- 4.15. Loading dock
- 4.16. Appointment required

- 5. The Address Book will conform to Common List behaviors (see Common Req. #4.9).
- 6. Addresses in the Address Book will be accessible by alphanumeric links.
 - 6.1. Addresses will be sorted and displayed alphabetically by Nickname
 - 6.1.1. Nicknames beginning with numbers or other non-alphabetic characters shall be displayed in numeric order before nicknames beginning with "A".
 - 6.1.2. The non-alphabetic characters shall be represented by a "1-2-3" link.

- 7. The Address Book view will be available when the user selects the Address Book application.
 - 7.1. Address List view
 - 7.1.1. Nickname
 - 7.1.2. Contact Name
 - 7.1.3. Company Name
 - 7.1.4. Country
 - 7.1.5. City
 - 7.1.6. State or Province
 - 7.1.7. ZIP or Postal Code
 - 7.1.8. Buttons
 - 7.1.8.1. Edit
 - 7.1.8.1.1. Edit will take the user to the Add/Edit Address view for that address
 - 7.1.8.2. Delete
 - 7.1.8.3. Shipping History
 - 7.1.8.3.1. The user will be taken to Track It, Outbound Tracking Log.
 - 7.1.8.3.2. The view will filter on Ship To <nickname> of the listed contact.
 - 7.2. Add/Edit Address view



O Address Book - Edit Address

Contact and Address Information

Edit your address below and click Save. To Add an address, click Reset to clear all the fields, fill in the appropriate information, and then click Save.

Nickname:	BEster
Contact Name:	Doris Ester
Location:	None Go to Locations
Company:	Walking Rain
Street:	112020 122nd Ave NE
Floor/Room:	Suite 200
Department:	
Country:	United States
City:	Reston
State/Province:	WA - Washington Look Up Zip
ZIP/Postal Code:	98050 Look Up City, State
Telephone:	(425) 555-1133
Fax:	(425) 555-1100
E-mail Address:	bester@walkingrain.com
Address Type:	<input type="radio"/> Business <input checked="" type="radio"/> Residence
Flights of Stairs:	2
Loading Dock:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Appointment:	<input type="radio"/> Required <input checked="" type="radio"/> Not Required

[Reset](#) [Save](#) [Cancel](#)

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Illustration 39: Address Book Edit View

- 7.2.1. Contact Name (required)
- 7.2.2. Nickname
 - 7.2.2.1. If no entry is made, the nickname field shall default to the entry in the Contact Name field.
 - 7.2.2.2. Nicknames must be unique for the user.
- 7.2.3. Company Name
- 7.2.4. Street (Address 1)
- 7.2.5. Room/Floor (Address 2)
- 7.2.6. Department (Address 3)
- 7.2.7. Country
- 7.2.8. City
- 7.2.9. State or Province
- 7.2.10. Look up ZIP Code link (see Common Req. # 4.8.1.5.3)
- 7.2.11. ZIP or Postal Code
- 7.2.12. Look up City, State link (see Common Req. # 4.8.1.5.4)
- 7.2.13. E-Mail Address
- 7.2.14. Telephone
- 7.2.15. Business/Residence radio buttons
- 7.2.16. Flights of stairs
- 7.2.17. Loading dock
- 7.2.18. Appointment required
- 7.2.19. Location drop down list

- 7.2.19.1. When the Location field is selected, a list of available Locations will be displayed.
- 7.2.19.2. When a Location is selected, all populated Location fields will be propagated to the current Address.
- 7.2.20. Buttons
 - 7.2.20.1. Save
 - 7.2.20.1.1. After the user Adds or Edits an Address, he should be returned to the Address Book list view.
 - 7.2.20.1.1.1. The newly created or modified address should be displayed as the first entry in the list.
 - 7.2.20.2. Cancel

7.3. Location

The screenshot shows the 'Address Book - Locations' section of the iShip.com interface. At the top, there's a navigation bar with links: 'My iShip', 'Price It', 'Ship It', 'Track It', 'Sell It', and 'Help'. Below the navigation is a search bar with a 'Find' button. The main area displays a table of locations:

Group	Name	Company	Department	Address
<input checked="" type="checkbox"/> [EDIT]	ACME HR	ACME, Inc.	Human Resources	Bellevue, WA 98006
<input type="checkbox"/> [EDIT]	ACME Dev	ACME, Inc	Development	Bellevue, WA 98006
<input type="checkbox"/> [EDIT]	Allright Insurance	Allright Insurance	Sales	Bellevue, WA 98006
<input checked="" type="checkbox"/> [EDIT]	CDS	Columbia Haus	Sales	New York, NY 00112
<input checked="" type="checkbox"/> [EDIT]	Home			Prosser, WA 99350
<input type="checkbox"/> [EDIT]	iShip	iShip.com	Engineering	Bellevue, WA 98006
<input type="checkbox"/> [EDIT]	Ocean	OceanStray	Marketing	Centerboro, MA 02349
<input type="checkbox"/> [EDIT]	Stamps	Stamps.com	Web Development	Santa Monica, CA 11223

At the bottom of the table are buttons for 'Delete', '+ Add', and 'Done'. To the left of the table is a 'Groups' dropdown menu. On the right side of the screen, there's a sidebar titled 'Address Book' with a tree view of location categories like 'Locations' and 'Address Types'.

Illustration 40: Locations List View

- 7.3.1. Location Name (required)
- 7.3.2. Company Name
- 7.3.3. Street (Address 1)
- 7.3.4. Room/Floor (Address 2)
- 7.3.5. Department (Address 3)
- 7.3.6. Country
- 7.3.7. City
- 7.3.8. State or Province
- 7.3.9. Look up ZIP Code link (see Common Req. # 4.8.1.5.3)
- 7.3.10. ZIP or Postal Code
- 7.3.11. Look up City, State link (see Common Req. # 4.8.1.5.4)
- 7.3.12. E-Mail Address
- 7.3.13. Telephone
- 7.3.14. Business/Residence radio buttons
- 7.3.15. Buttons

7.3.15.1. Save

7.3.15.2. Cancel

8. The Select Address View will be available when the user selects the Address Book from within Price It, Ship It, or Sell It.

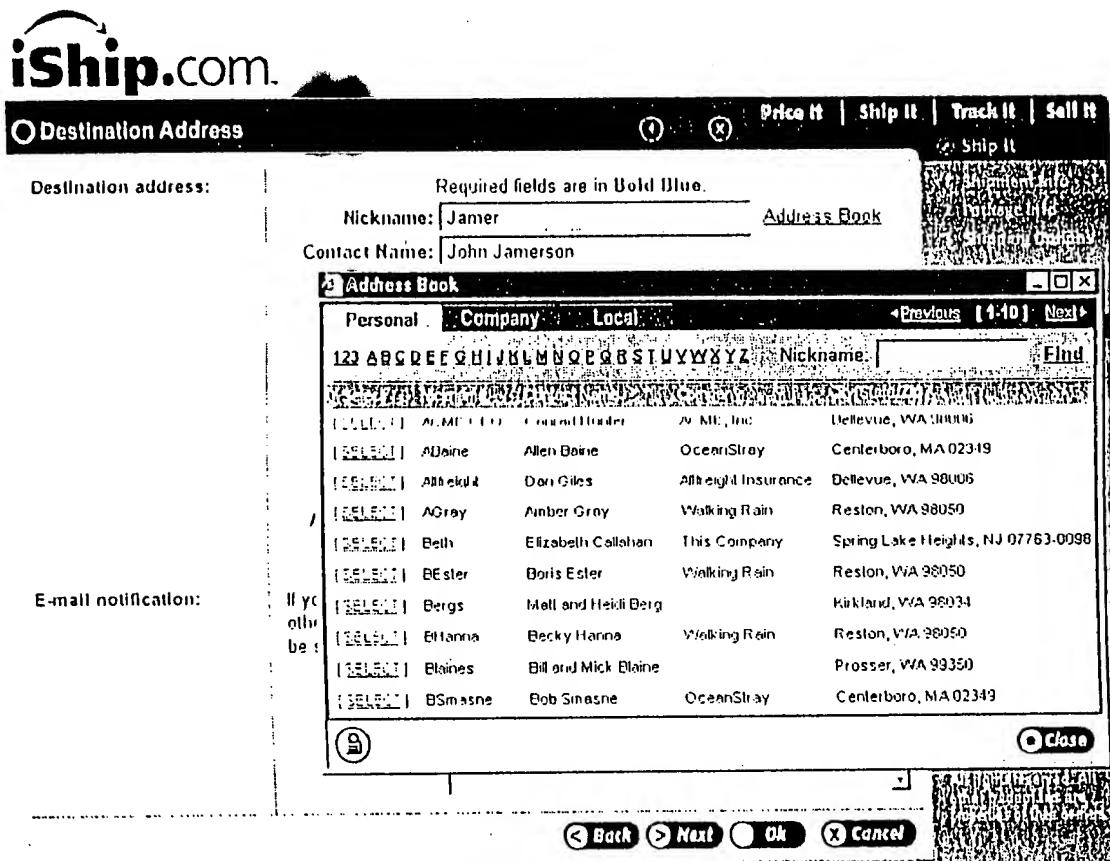


Illustration 41: Address Book Select View

- 8.1. Nickname
- 8.2. Contact Name
- 8.3. Company Name
- 8.4. City
- 8.5. State or Province
- 8.6. ZIP or Postal Code
- 8.7. Country
- 8.8. Each address will have a Select button
 - 8.8.1. When Select is pressed, all address fields in the saved address will cascade to the address fields in the application.
9. When a user attempts to add an address to the Address Book, either through the Add Address view or through Ship It, if the nickname already exists, an alert will appear "An address with this nickname already exists in your Address Book. Do you want to override the existing address?"
 - 9.1. Yes: The existing Address will be overwritten with the new address.
 - 9.2. No: The user will be returned to the nickname field.
10. The Address Book shall include a Quick Ship feature.
 - 10.1. Quick Ship fields will include:
 - 10.1.1. A link to an inventory item.
 - 10.1.2. A preferred service.
 - 10.1.3. Preferred service options.

- 10.2. Selecting Quick Ship from any address will allow the user to ship the selected item to the selected user without further selections.
11. The Address Book shall allow defined Locations.
 - 11.1. The user shall be able to associate an address with a particular Location. When the user selects a Location, all non-empty fields in the Location will overwrite corresponding fields in the Address.
 - 11.1.1. If the user changes any item in an Address when that Address is associated with a Location, the Address shall stay associated with the Location.
 - 11.1.2. When the Location information is changed, the Address information of associated Addresses will be updated with the new Location information.
 - 11.1.2.1. If the user has changed any Address information, that information will be overwritten with the updated Location information.
 - 11.1.2.2. If a Location field is left blank, the associated Address field will not be changed.
 - 11.2. When a Location is deleted, all associated Address records will have the Location field changed to "None".
 - 11.2.1. No Addresses will be deleted.
 - 11.3. Location properties include:
 - 11.3.1. Company information
 - 11.3.2. Address Information
 - 11.3.3. Telephone numbers
 - 11.3.4. Quick Ship information
 - 11.4. A location can have any number of Addresses associated with it.
 12. Small business users shall be able to import and export addresses from popular contact management software.
 13. Enterprise users shall be able to directly use addresses from popular contact management software.
 14. Users from Enterprise accounts shall be able to share addresses with others in the Enterprise.
 - 14.1. Each address will have a "share" checkbox.
 - 14.2. Addresses marked "share" will be available to other members of the Enterprise.
 15. Distribution List
 - 15.1. Users will be able to ship a single shipment to a list of addresses.

7.1.3. Saved Packages

1. The Saved Packages List will hold a variable number of inventory items.
 - 1.1. The number of inventory items will be configurable by account type.
2. Users will have access to saved packages from logged on versions of Ship It, Price It, and Sell It.
3. The Saved Packages list will include the following fields:
 - 3.1. Nickname
 - 3.2. Origin ZIP Code
 - 3.3. Number of packages in shipment
 - 3.4. All packages in the shipment are the same
 - 3.5. Package weight
 - 3.6. Packaging type
 - 3.7. Package dimensions
 - 3.8. Irregular packaging
 - 3.9. Loss Protection
 - 3.10. Loss Protection Amount
 - 3.11. COD
 - 3.12. COD Amount
 - 3.13. Proof of Delivery (UPS)

- 3.14. Call Tag (UPS)
- 3.15. Merchandise Description
- 3.16. Notification of Delivery
 - 3.16.1. Verbal Confirmation (UPS)
 - 3.16.2. E-Mail Notification
 - 3.16.3. Delivery Confirmation (USPS)
- 3.17. Certified Mail (USPS)
- 3.18. Return Receipt (USPS)
- 3.19. Guaranteed Delivery
- 3.20. Delivery without Signature
- 3.21. Earliest Delivery Time (UPS)
- 3.22. Carriers
- 3.23. Drop off Location
- 3.24. Pickup Options
 - 3.24.1. Origin City
 - 3.24.2. Origin address Business/Residence selection
 - 3.24.3. Origin address flights of stairs
 - 3.24.4. Origin address loading dock
 - 3.24.5. Origin address appointment required
- 3.25. Handling Charges
 - 3.25.1. Percentage amount
 - 3.25.2. Fixed amount

4. Items in Saved Packages will be accessible by alphabetical links.

- 4.1. Saved Packages will be sorted and displayed alphabetically by Nickname
- 4.2. Saved Packages will be displayed up to the maximum allowed number of packages.
 - 4.2.1. The maximum number of packages displayed will be configurable.
 - 4.2.2. When an alphabetical section is selected, the displayed list will begin with nicknames beginning with that letter
- 4.3. If more packages are available than can be listed on the screen, links to the rest of the nicknames will appear.
 - 4.3.1. If the list being displayed does not begin with the first package, a Previous link will be displayed.
 - 4.3.1.1. Selecting the Previous link will take the user to a list of packages beginning with the configurable number prior to the current first displayed package.
 - 4.3.2. If the list being displayed does not end with the last package, a Next link will be displayed.
 - 4.3.2.1. Selecting the Next link will take the user to a list of packages beginning with the configurable number after to the current last displayed package.

5. The Select Saved Package View will be available when the user selects Saved Packages from within Price It, Ship It, or Sell It.

- 5.1. Nickname
- 5.2. Package weight
- 5.3. Package dimensions
- 5.4. Loss Protection Amount
- 5.5. Service Options
- 5.6. Each package will have a Select button
 - 5.6.1. When Select is pressed, all package fields in the saved package will cascade to the package fields in the application.

- 5.7. When a user attempts to add a package to Saved Packages through Sell It, if the nickname already exists, an alert will appear "A Saved Package with this nickname already exists in your Saved Packages. Do you want to override the existing Package?"
 - 5.8. Yes: The existing Package will be overwritten with the new address.
 - 5.9. No: The user will be returned to the nickname field.
6. A product-level inventory list.

7.1.4. Setup Wizard

1. The first time a user enters the site, he will be displayed a first time user setup wizard.
2. The wizard shall be available on the My iShip navigation bar.
 - 2.1. The availability of this feature shall be a configurable item.
3. The navigation bar shall include:
 - 3.1. Account Preferences
 - 3.2. Change Password
 - 3.3. Carrier Information
 - 3.4. Drop Off/Pickup Information
4. The following pages shall be displayed:
 - 4.1. FAQ on how to change preferences
 - 4.2. Account Preferences page
 - 4.3. Password Preferences page
 - 4.4. Shipping Preferences
 - 4.4.1. Carrier Info Preferences page
 - 4.4.2. Drop off/Pickup Location Preferences page

7.1.5. Preferences

1. The navigation bar shall include:
 - 1.1. Preferences Home
 - 1.2. Carrier Information
 - 1.3. Drop Off/Pickup Information
 - 1.4. Service Options
 - 1.5. Shipping Information
 - 1.6. Account Preferences
 - 1.7. Change Password
 - 1.8. Application Preferences
 - 1.9. Payment Preferences

2. Preferences Start page

iShip.com

Preferences - Summary

This is a summary of your preferences. To change any of them click Change in the section you want to edit or click on the category name in the navigation bar on the right.

Account Information

iShip Account Number:	MX4457	[Change]
User Name:	LoryK	
Contact Info:	Lory Krell iShip.com 3535 Factoria Blvd SE Suite 500 Bellevue, WA 98006	

Password

Recovery Question:	What is my childhood pet's name?	[Change]
Recovery Answer:	Wiskers	

Carrier Information

FedEx	Account Number: 11245677	Account Number: 44116755	[Change]
Pickup Time:	4:00pm	Pickup Time:	4:00pm
Status:	Active	Status:	Active

Show rates for these carriers: AIRPORT EXPRESS FedEx UPS AIRWAYS FEDEX

Drop Off/Pickup Location

Default Origin ZIP Code:	98006	[Change]
Airborne Express:	Calling the carrier for pickup	
FedEx:	Scheduled pickup	
UPS:	Scheduled pickup	
USPS:	Scheduled pickup	
Yellow Freight:	Arranging for pickup	

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Illustration 42: Preferences Start page

- 2.1. When the user first selects Preferences, they will be taken to the Preferences Start page.
- 2.2. Each section on the page will have a change link. The change link will take the user to the corresponding Preferences page.
- 2.3. Account Information section
 - 2.3.1. iShip Account number
 - 2.3.2. User Name
 - 2.3.3. Contact Info
 - 2.3.3.1. Contact Name
 - 2.3.3.2. Contact Company
 - 2.3.3.3. Contact Address1
 - 2.3.3.4. Contact Address2
 - 2.3.3.5. Contact Address3
 - 2.3.3.6. City
 - 2.3.3.7. State/Province
 - 2.3.3.8. ZIP/Postal Code
 - 2.3.3.9. Telephone number
 - 2.3.3.10. E-mail address
- 2.4. Password
 - 2.4.1. Password Recovery Question
 - 2.4.2. Password Recovery Answer
- 2.5. Carrier Information
 - 2.5.1. For each carrier

- 2.5.1.1. Carrier logo
- 2.5.1.2. Carrier account number (For Enterprise and multi-user accounts, displayed for privileged users only)
- 2.5.1.3. Pickup Time
- 2.5.1.4. Account Status
- 2.5.2. Show Rates for these carriers
 - 2.5.2.1. For each carrier selected in the user's preferences, show the carrier logo.
- 2.6. Package Options
- 2.7. Shipping Options
- 2.8. Drop Off/Pickup Location
 - 2.8.1. Default Origin ZIP code
 - 2.8.2. For each carrier, the default drop off location
- 2.9. Payment Preferences

3. Account Preferences Page (page 1)

iShip.com

Preferences - Account Information

My iShip | Price It! | Ship It! | Track It! | Sell It! | Help

Account Information:	iShip Account Number: MX4457	[Help]
User Name:	LoryK	
Contact Name:	Lory Krett	
Company:	iShip.com	
Street:	3535 Factoria Blvd SE	
Room/Floor:	Suite 500	
Department:		
City:	Bellevue	
State:	WA - Washington	
ZIP Code:	98006	
Telephone:	(425) 602-4848	
Fax:	(425) 555-1100	
E-mail Address:	Lory@iShip.com	

Receive shipping information updates.
 Receive shipping notifications via e-mail.
 Remember my name and password for easy log on.
[Reactivate my account](#)

Illustration 43: Preferences -- Account Info

- 3.1. iShip account number (not editable)
- 3.2. User name (Enterprise and multi-user accounts only)
- 3.3. User e-mail address
 - 3.3.1. When the user e-mail address is changed:
 - 3.3.1.1. An e-mail will be sent to both the new and the old registered e-mail addresses.
 - 3.3.1.2. The e-mail will include the old and new e-mail addresses.
- 3.4. User Address
 - 3.4.1. Contact Name (required)
 - 3.4.2. Company Name
 - 3.4.3. Street (Address 1)
 - 3.4.4. Room/Floor (Address 2)
 - 3.4.5. Department (Address 3)

- 3.4.6. City
- 3.4.7. State
- 3.4.8. ZIP Code (required).
- 3.4.9. Telephone

- 3.5. Receive shipping information updates.
- 3.6. Receive shipping notifications via e-mail.
- 3.7. Allow e-mail only shipping by other iShip users.
 - 3.7.1. Default is No.
- 3.8. Remember my name and password for easy logon.
 - 3.8.1. Availability of this option is configurable by Enterprise Administrator.

- 3.9. Default measurement type
 - 3.9.1. Weight
 - 3.9.1.1. Pounds, ounces
 - 3.9.1.2. Grams
 - 3.9.1.3. Kilograms
 - 3.9.2. Dimensions
 - 3.9.2.1. Inches
 - 3.9.2.2. Feet
 - 3.9.2.3. Centimeters
 - 3.9.2.4. Meters
- 3.10. Default time display
 - 3.10.1. 12-hour time
 - 3.10.1.1. AM/PM radio buttons will be displayed
 - 3.10.2. 24-hour time
- 3.11. Link to Account Deactivation page:

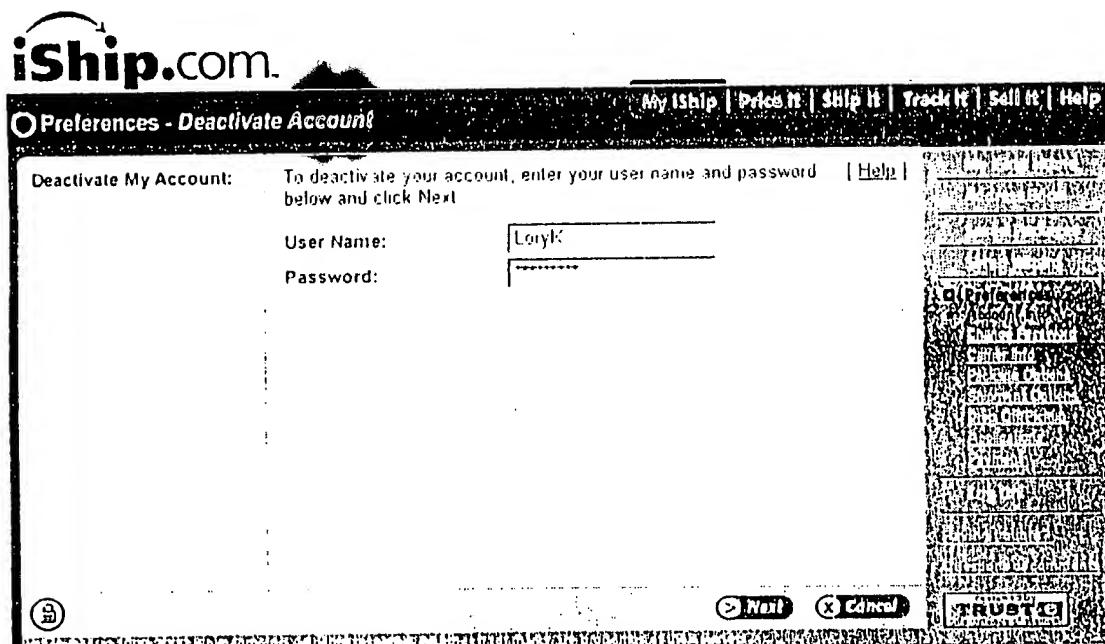


Illustration 44: Deactivate Account

- 3.11.1. Text: "Deactivate your account. To deactivate your account, enter your user name and password below and click on Next."
- 3.11.2. Fields
 - 3.11.2.1. User Name/E-mail address

3.11.2.2. Password

3.11.3. Buttons

3.11.3.1. Next

3.11.3.2. Cancel

3.11.4. If the user name and password pass validation, a warning page will appear:

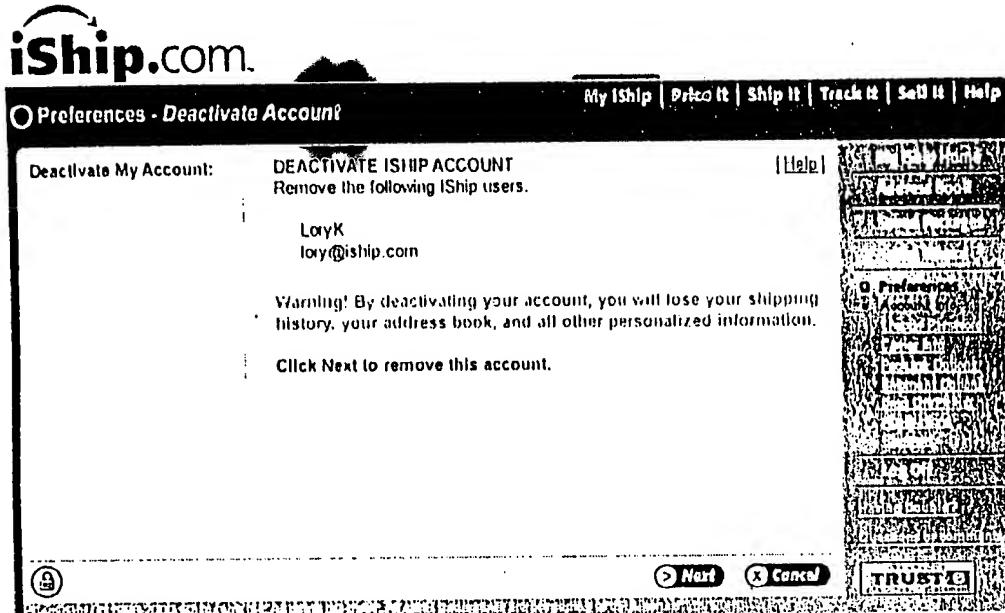


Illustration 45: Deactive Account

3.11.4.1. Text:

"Deactivate Your iShip Account"

Remove the following iShip users:

<user name>

<e-mail address>

Warning! By deactivating your account, you will lose your shipping history, your address book, and all other personalized information.

Click on Next to Remove this account."

3.11.4.2. Buttons

3.11.4.2.1. Next

3.11.4.2.2. Cancel

4. Password (page 2)

The screenshot shows the 'iShip.com' logo at the top left. At the top right, there are links for 'My iShip', 'Price It', 'Ship It', 'Track It', 'Sell It', and 'Help'. Below these, the title 'Preferences - Password' is displayed. The form is divided into two main sections: 'Password' and 'Password recovery'.

Password: A note states: 'Your password must be N characters long and include at least N numbers'. It contains four input fields: 'Old Password' (containing '*****'), 'New Password' (containing '*****'), 'Confirm New Password' (containing '*****'), and a 'Help' link.

Password recovery: A note states: 'Please supply us with a Password Recovery Question and Answer. If you forget your password, simply give us the answer to your Recovery Question and we will promptly send you a new password.' It includes a 'Recovery Question' field ('What is my childhood pet's name?') and an 'Answer' field ('Whiskers').

At the bottom are 'Save' and 'Cancel' buttons, and a 'TRUSTEED' logo.

Illustration 46: Preferences -- Password

4.1. User Password

- 4.1.1. New Password text box
- 4.1.2. Confirm New Password text box
- 4.1.3. When the user password is changed:
 - 4.1.3.1. An e-mail will be sent to the registered e-mail address.
 - 4.1.3.2. The e-mail will include the new password.

4.2. Password Recovery

- 4.2.1. Password recovery question.

- 4.3. Answer to the password recovery question.

5. Carrier Info (page 3)



Carrier Information

[My iShip](#) | [Price It!](#) | [Ship It!](#) | [Track It!](#) | [Sell It!](#) | [Help](#)

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app.

Carrier accounts:

FedEx Account Number: 11215677

[[Edit Account](#)] [[Delete](#)]

Status: ACTIVE

Pickup Time: [4:30pm] [[Change](#)]

Account Number: 4433 6755

Status: ACTIVE

Pickup Time: [4:30pm] [[Change](#)]

Default carriers and services:

Use the check boxes to select the carriers and services you would like to appear on the rate grid. To select a Preferred Carrier, click on a radio button to the right of the carrier name.

<input checked="" type="checkbox"/>	AIRSHIP	<input type="checkbox"/>
<input checked="" type="checkbox"/>	CITY MAIL	<input type="checkbox"/>
<input checked="" type="checkbox"/>	UPS	<input checked="" type="radio"/> Preferred
<input type="checkbox"/>	Next Day Air Early AM	0:00am
<input type="checkbox"/>	Next Day Air	10:30am
<input type="checkbox"/>	Next Day Air Saver	3:00pm
<input type="checkbox"/>	2nd Day Air Early AM	12:00pm
<input type="checkbox"/>	2nd Day Air	End of Day
<input type="checkbox"/>	1st Class Mail	End of Day
<input type="checkbox"/>	Ground	End of Day
<input checked="" type="checkbox"/>	FEDEX	<input type="checkbox"/>
<input checked="" type="checkbox"/>	USPS	<input type="checkbox"/>

iShip supported carriers:

Ship with iShip supported carriers only

[[Help](#)]

FedEx

Explanatory text here. Something like, "This only affects shipping, not rating."

Rate grid highlight:

In the Rate Grid, always highlight:

[[Help](#)]

Fastest Delivery

Cheapest Delivery

[[Save](#)]

[[Cancel](#)]

Illustration 47: Preferences -- Carrier Info

5.1. Carrier Account information for each carrier

5.1.1. Carrier Account number (not editable)

5.1.1.1. Not displayed for Enterprise and multi-user accounts

5.1.2. Pickup time

5.1.3. Status of Carrier account

5.1.3.1. Active

5.1.3.2. Pending

5.1.3.3. Canceled

5.1.3.4. Suspended

5.2. Carriers

5.2.1. Each carrier shall be displayed with its logo and a check box.

5.2.1.1. For Enterprise Accounts, only carriers selected by the Administrator will be displayed.

5.2.1.2. All carriers will be selected by default.

5.2.1.3. Each selected carrier will be displayed on the Options page and rate grid in Price It!, Sell It!, and Ship It!.

- 5.2.1.3.1. A carrier will only be displayed on the Options page when the package being shipped is supported by the business rules of the carrier.
- 5.2.1.4. Non-supported carriers will be displayed differently from supported carriers on this page.
- 5.2.2. An additional check box "Ship with iShip supported Carriers only" will be displayed
 - 5.2.2.1. The box will be checked by default.
 - 5.2.2.2. When this check box is selected, only carriers for which iShip will print a label or traveler will be displayed on the Options page and rate grid in Ship It.
 - 5.2.2.3. The supported carriers will be listed near the check box.
- 5.3. Services
 - 5.3.1. The user will be able to drop down each displayed carrier to show the services iShip supports for that carrier.
 - 5.3.2. All services will be selected by default.
 - 5.3.3. The user will be able to choose the default rate grid behavior:
 - 5.3.3.1. Fastest delivery
 - 5.3.3.2. Cheapest delivery
 - 5.3.3.3. Preferred carrier
- 6. Custom rates for Enterprise and multi-user accounts.
- 7. Drop off/Pick Up location (page 4)

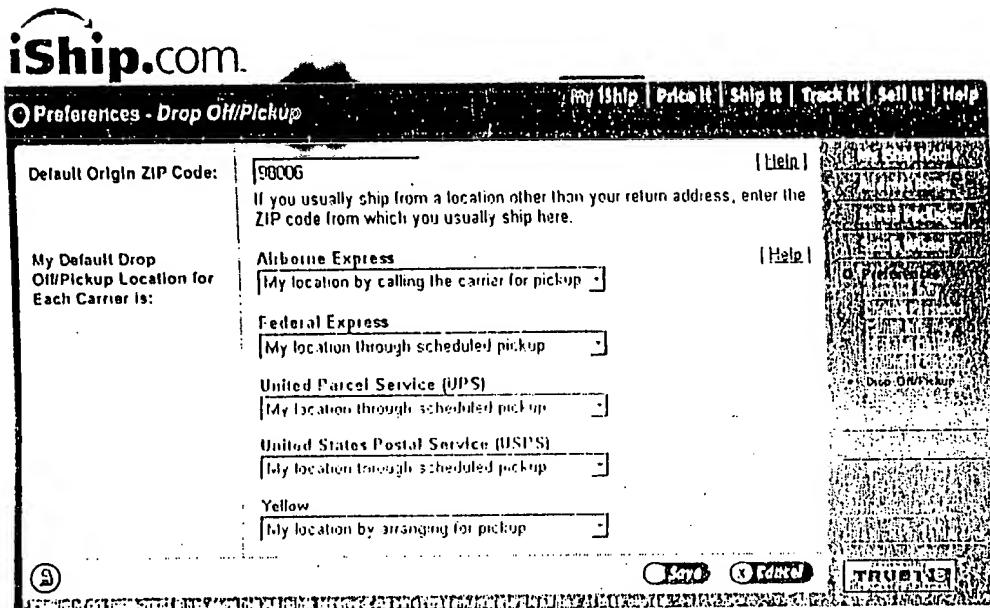


Illustration 48: Preferences -- Drop off Locations

- 7.1. Origin ZIP code
 - 7.1.1. Default will be the user's ZIP code
 - 7.1.2. Descriptive text: If you usually ship from a location other than your return address, enter the ZIP code from which you usually ship here.
- 7.2. Each Carrier selected by the user in the Carriers section of Preferences will include a site type drop down list.
 - 7.2.1.1. Each Carrier not selected by the user will appear with the words "(not selected)" underneath it.
 - 7.2.1.2. Only Carriers available to the user and selected by the Administrator will appear in the list.
- 7.3. Drop off/pickup locations will include:
 - 7.3.1. A drop box or carrier self-service station
 - 7.3.2. A carrier-operated shipping counter

- 7.3.3. My location by calling the carrier for pickup
- 7.3.4. My location through scheduled pickup
- 7.3.5. My local Mail Boxes, Etc. store

7.4. A drop off locator will be available for all drop off types. (See Common Req.# 4.8.1.10.9.4)

8. Service Options (page 5)

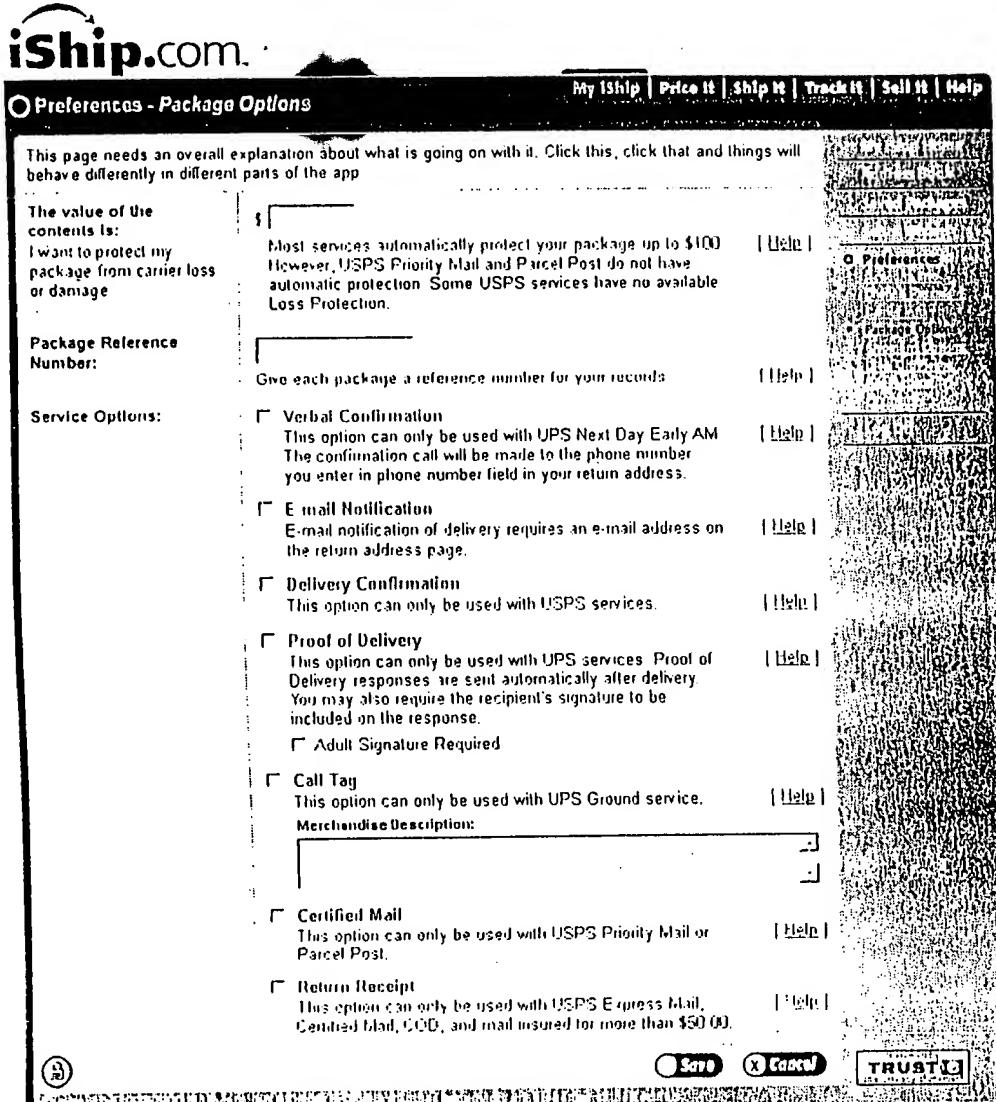


Illustration 49: Preferences -- Package Options

- 8.1. The user will be able to select preferred service options
 - 8.1.1. Declared Value amount
 - 8.1.2. Notification of Delivery
 - 8.1.2.1. Verbal Confirmation (UPS)
 - 8.1.2.2. E-Mail Notification
 - 8.1.2.3. Delivery Confirmation (USPS)
 - 8.1.3. COD amount
 - 8.1.3.1. Cash only
 - 8.1.4. Proof of Delivery (UPS)
 - 8.1.5. Call Tag (UPS)
 - 8.1.6. Certified Mail (USPS)
 - 8.1.7. Return Receipt (USPS)
 - 8.1.8. Default package reference number

9. Shipping Options (page 6)

Preferences - Shipment Options

This page needs an overall explanation about what is going on with it. Click this, click that and things will behave differently in different parts of the app

Destination Address: Business Residence

Shipment Reference Number: Give your shipment a reference number for your records. [\[Help\]](#)

Add labor or materials fees to my shipping charge: % of shipping charges and/or fixed amount. You will see the total of carrier shipping charges plus your handling charges. [\[Help\]](#)

Service Options:

- Delivery Deadline**: If your shipment has to be delivered on a certain date, select the date below and the rate grid will reflect only that day. [\[Help\]](#)
Next Day
- Guaranteed Delivery**: When Guaranteed Delivery is selected, only services with guaranteed delivery options will be displayed on the rate grid. [\[Help\]](#)
- Deliver Without Signature**: Checking this box authorizes FedEx to deliver your shipment without obtaining a signature. [\[Help\]](#)
- Set Earliest Delivery Time**: This option can only be used with UPS Next Day Air Early AM. Time must be before 12:00pm (noon). Use of this option will void the delivery guarantee. [\[Help\]](#)
9:30am
- Documents Only**: This option is only applicable for shipments sent to International destinations. [\[Help\]](#)
- Non-Deductible**: This option is only applicable for shipments sent to International destinations. [\[Help\]](#)

Freight Pickup: Stairs: Please indicate the number of flights of stairs. [\[Help\]](#)
2

Loading Dock: Select this if there is a loading dock at the pickup location

Appointment Required: Select this if an appointment is required for pickup

Freight Delivery: Stairs: Please indicate the number of flights of stairs. [\[Help\]](#)
2

Loading Dock: Select this if there is a loading dock at the delivery location

Appointment Required: Select this if an appointment is required for delivery

Save **Cancel**

Illustration 50: Preferences -- Shipping Options

9.1. Deslinalion address is a Business/Residence

9.1.1. Default is Business

9.1.2. When residence is selected, the destination address will always default to residence, including:

- 9.1.2.1. Price It
- 9.1.2.2. Ship It
- 9.1.2.3. Address Book
- 9.1.2.4. Sell It Buyer's experience.

9.2. Delivery Deadline

9.2.1. The drop down list will include:

- 9.2.1.1. (Select One)

- 9.2.1.2. Same Day
- 9.2.1.3. Next Day
- 9.2.1.4. Second Day
- 9.2.1.5. Third Day
- 9.2.1.6. Ground
- 9.3. Guaranteed Delivery
- 9.4. Deliver without Signature
- 9.5. Earliest Delivery Time (UPS)
- 9.6. Documents Only
- 9.7. Non-Dutiable
- 9.8. If the user has not defined a preference, the box will be unchecked by default.
- 9.9. Freight Pickup Options
 - 9.9.1. Flights of stairs text box
 - 9.9.2. Loading dock check box
 - 9.9.3. Appointment required check box
- 9.10. Handling Charges
 - 9.10.1. A text box for percentage amount
 - 9.10.2. A text box for a fixed amount
- 9.11. Show Retail Rates
- 9.12. Default Saved Package
- 9.13. Default shipment reference number
- 9.14. iShip Optimizer
 - 9.14.1. Users will be able to answer questions that will allow iShip to make a decision as to the best service for each package the user ships.
 - 9.14.1.1. Questions will include:
 - 9.14.1.1.1. Preferred carriers
 - 9.14.1.1.2. Preferred best price or fastest service
 - 9.14.1.1.2.1. Selection will be grouped by packaging type.
 - 9.14.1.1.3. Preferred delivery time

10. Application Preferences (page 7)

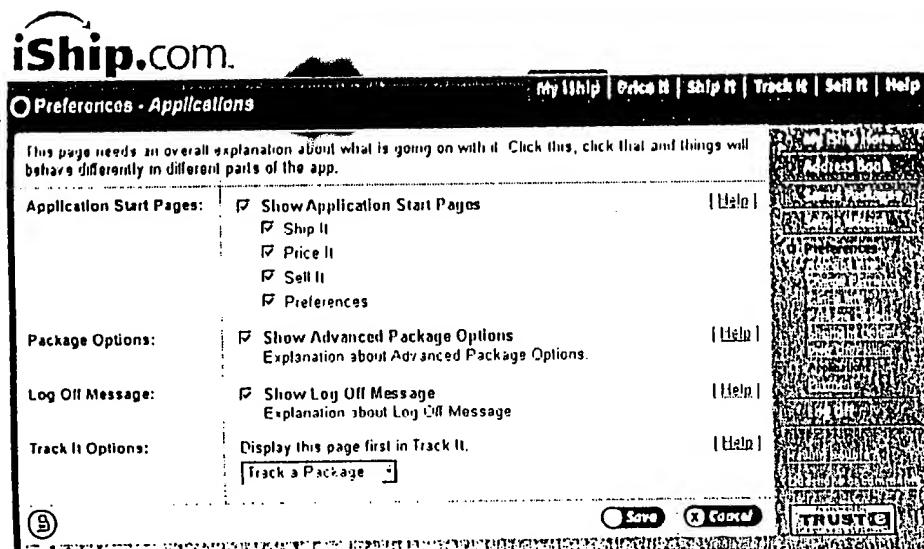


Illustration 51: Preferences -- Application

10.1. Start Pages

10.1.1. Show Application Start Page for:

- 10.1.1.1. Price It check box
- 10.1.1.2. Sell It check box
- 10.1.1.3. Ship It check box
- 10.1.2. Default is checked
- 10.1.3. If the user selects the check box "don't show me this page again on any application start page, the check box for the appropriate application shall be unchecked.
- 10.1.4. This option will only appear if allowed by the Enterprise Administrator.
- 10.2. Show Advanced Package Options check box
 - 10.2.1. Default is checked.
 - 10.2.2. If check box is de-selected the Advanced Package Options section of the Package Info page will be hidden by default.
- 10.3. Show Log Off Message check box
 - 10.3.1. Default is checked
 - 10.3.2. If check box is selected, the warning alert on log off will not be shown.
- 10.4. Track It Options
 - 10.4.1. Drop down list for "Display this page first in Track It"
 - 10.4.1.1. Track a Package
 - 10.4.1.2. Pending Packages
 - 10.4.1.3. Shipped Packages
 - 10.4.1.4. Inbound Packages

11. Payment Preferences (page 8)

iShip.com

Preferences - Payment Information

My iShip | Price It | Ship It | Track It | Sell It | Help

Default payment type:	Short explanation about different payment types. I don't really know what it should say Credit Card	[Help]
Credit card info and billing address:	You may choose to store your credit card data here Card Number: 1234 5678 9101 2345 Expires: 02/2002 First Name: Lory Last Name: Krell E-mail Address: lory@iship.com Company: iShip.com Street: 3535 Factoria Blvd SE City: Bellevue State: WA - Washington ZIP Code: 98006 Telephone: (425) 602-4848	[Help]
   <p>By shipping your package with iShip.com you agree to all terms of service specified by iShip.com or the carriers on any applicable bill of lading or service guide.</p> <p><input checked="" type="checkbox"/> Save <input type="checkbox"/> Cancel <input type="checkbox"/> TRUSTe</p>		

Illustration 52: Preferences -- Payment

- 11.1. This option will only display if allowed by the Enterprise Administrator.
- 11.2. Payment type drop down list
 - 11.2.1. Carrier account
 - 11.2.2. Credit card
 - 11.2.3. Bill collect
 - 11.2.4. Bill third party

11.3. The user may select to have iShip store his credit card information. Fields include

11.3.1. First Name

11.3.2. Last Name

11.3.3. Credit card number

11.3.3.1. The last four numbers of the credit card will be displayed.

11.3.4. Credit card expiration date

11.3.5. Company Name

11.3.5.1. Default to name in user preferences

11.3.6. Street (Address 1)

11.3.6.1. Default to address in user preferences

11.3.7. Room/Floor (Address 2)

11.3.7.1. Default to address in user preferences

11.3.8. Department (Address 3)

11.3.8.1. Default to address in user preferences

11.3.9. City

11.3.9.1. Default to city in user preferences

11.3.10. State

11.3.10.1. Default to state in user preferences

11.3.11. ZIP Code

11.3.11.1. Default to ZIP in user preferences

11.3.12. Telephone

11.3.12.1. Default to telephone in user preferences

11.3.13. E-mail address

11.3.13.1. Default to e-mail address in user preferences

11.4. A list of acceptable credit cards will be displayed on the page.

12. Setup Scales and Printers

12.1. Support for Scales and Printers

8. Price It

8.1. LOGGED ON USERS

1. Navigation bar headings will be:
 - 1.1. Start Page (if turned on in preferences)
 - 1.2. Prepare Shipping Estimate
 - 1.3. Package Options
 - 1.3.1. For multiple-package shipments, there will be a Package Options listing for each package.
 - 1.4. Shipping Options
 - 1.5. Rates and Times
2. Application Start Page (if turned on in preferences)

This is a summary of your pricing defaults you set in your preferences. To change any of them click Change in the section you want to edit or click Next and you will be guided through the steps.

Shipment Information	
Origin:	iShip.com Bellevue, WA 98006
Destination:	The Moon's Foster, WA 99350 United States Residence
No. of Packages:	1
All the same?	Yes
[Change]	

Package Information	
Details:	2lb 3oz 10" x 12" x 8" My own packaging Loss protection, \$150
[Change]	

Shipping Options	
Ship Date:	02/17/00 - Today
Delivery Deadline:	3 Days
Drop Off Location:	My location, scheduled
[Change]	

Shipping Charges	
Service:	UPS Ground
Service Options:	\$.56
Total:	\$ 6.57

Illustration 53: Price It Start Page

2.1. Charges

- 2.1.1. Service charge
- 2.1.2. Service options charge
- 2.1.3. Total charges

2.2. Shipment

- 2.2.1. Origin postal code
- 2.2.2. Destination nickname
- 2.2.3. Destination Country
- 2.2.4. Destination City
- 2.2.5. Destination State/Province
- 2.2.6. Destination ZIP/Postal Code
- 2.2.7. Delivery address Business/Residence selection
- 2.2.8. Number of packages in shipment

2.3. Package, for each package

- 2.3.1. Package weight
- 2.3.2. Packaging type
- 2.3.3. Package dimensions
- 2.3.4. Service options

2.4. Shipping Options

- 2.4.1. Ship Date
- 2.4.2. Delivery Deadline (show if selected)
- 2.4.3. Delivery Options
- 2.4.4. Drop off Location
- 2.4.5. Retail Rates (show if yes)

2.5. Service

- 2.5.1. Carrier
- 2.5.2. Service
- 2.5.3. Delivery Date

2.6. Buttons

- 2.6.1. Next
- 2.6.2. Ship It (gray until all required fields entered)
- 2.6.3. Cancel

3. Prepare Your Shipping Estimate (page 1)

iShip.com

① Prepare Your Shipping Estimate

Shipping ORIGIN: ZIP Code: 99125, for example [Drop Off Location](#)
NOTE: iShip.com currently supports packages shipped from the U.S. only

Shipping DESTINATION: Nickname: [Address Book](#) [Help](#)
Country: [Help](#)
City: [Help](#)
State: [Look up ZIP](#) [Look up City, State](#)

The delivery address for my shipment is a: Business Residence

Number of packages in my shipment:
NOTE: Enter a number greater than one for multiple packages [Help](#)

All the packages in my shipment are the same: Yes No [Help](#)

Package #1 weighs: lbs. oz.
Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [Help](#)

I am using the following packaging: Other - indicate dimensions below [Help](#)

Length in. Width in. Height in.
 The packaging is irregular or is not standard [Help](#)

More options: [Advanced Package Options](#)

[Show Rates](#) [Save](#) [Back](#) [Next](#) [Cancel](#)

Illustration 54: Price It Shipping Estimate

- 3.1. Link to Drop off Localor (see Common Req. #4.8.1.10.9.4)
- 3.2. Raling preparation (see Common Req.#4.8.1.3 - 4.8.1.8.3)
- 3.3. A link to Package Options
 - 3.3.1. The label will be "Advanced Package Options".
 - 3.3.2. When selected, the user will be taken to the Package Options page for package 1.
 - 3.3.2.1. Standard page validation will apply.
 - 3.3.3. The fields for package weight and type will be pre-populated.
- 3.4. Buttons
 - 3.4.1. Show Rates
 - 3.4.2. Next
 - 3.4.3. Save
 - 3.4.4. Cancel

4. Package Options (page 2)

4.1. The Package Options page will be displayed:

- 4.1.1. For package 1 when the user selects the Advanced Package Options page from the Prepare Estimate page.

- 4.1.2. For each package 2-n when the user selects a number (n) greater than one in the field "Number of Packages in my Shipment" and answers No to "All the packages in my shipment are the same."
- 4.1.3. The default value for each field will be the previously entered value for that field in the current shipment.
- 4.2. Package Weight, Type and Options for package x of n (see Common Req. #4.8.1.8)
- 4.3. Advanced Package Options for package x of n (see Common Req. #4.8.1.9)
- 4.4. Buttons
 - 4.4.1. Show Rates
 - 4.4.2. Back
 - 4.4.3. Next
 - 4.4.4. Save
 - 4.4.5. Cancel
5. Shipping Options (page 3)
 - 5.1. The Shipping Options page will be displayed when the user selects Next from the Prepare Estimate or Package Options page and all required shipment and package information has been collected.
 - 5.2. All Shipping Options (see Common Req. #4.8.1.10)
 - 5.2.1. Show Retail Rates check box
 - 5.2.1.1. Retail rates display the prices the user's customer will pay for services.
 - 5.2.1.1.1. If the user's account has retail rates available, those rates will be displayed when retail rates are selected.
 - 5.2.1.1.2. If the user's account does not have retail rates available, the user's standard rates will be displayed when retail rates are selected.
 - 5.2.1.1.3. If the user has selected handling charges in preferences, the handling charges will be added to the retail rates.
 - 5.2.2. Handling Charges will be displayed only for freight shipments (see Common Req. #4.8.1.10.12)
 - 5.3. Save these choices as my defaults check box
 - 5.3.1. When selected, all selections on the page will replace the user's preferences.
 - 5.4. Buttons
 - 5.4.1. Show Rates
 - 5.4.2. Back
 - 5.4.3. Next
 - 5.4.4. Save
 - 5.4.5. Cancel
 6. Shipping Charges and Delivery Times (page 4)
 - 6.1. The Shipping Charges page (see Common Req. #4.8.2) will be displayed
 - 6.1.1. When the user selects Next from the Shipping Options page
 - 6.1.2. When the user selects Get Rates from any Price It page.
 - 6.2. The standard rate grid will be displayed (see Common Req. #4.8.2.3)
 - 6.3. The rate grid will show the total amount of all the packages in the shipment.
 - 6.4. If shipment pricing is available, the rate grid will show shipment pricing.
 - 6.5. Buttons
 - 6.5.1. Back
 - 6.5.2. Save
 - 6.5.3. Price Another
 - 6.5.3.1. The user will be taken to the first page of Price It.
 - 6.5.4. Ship Now
 - 6.5.4.1. The user will be taken to the Ship Now page.

6.5.5. Done**7. Ship Now**

7.1. The Shipping Addresses page (see Common Req. 4.8.1.11) will be displayed when the user selects Ship Now from the Shipping Charges page.

7.1.1. Return Address

- 7.1.1.1. If the return city and postal code in the Price It session match the city and postal code in the user's preferences, the Return address information will be pre-populated from the user's preferences.
- 7.1.1.2. If no city has been specified in the Price It session, and the Price It postal code matches the postal code in the user's preferences, the return address information will be pre-populated from the user's preferences.
- 7.1.1.3. If the return address is being populated from the user's preferences:
 - 7.1.1.3.1. The return address shall be hard-coded.
 - 7.1.1.3.2. There will be a Change link.
 - 7.1.1.3.3. Selecting the Change link will take the user to a change Return Address page.
- 7.1.1.4. If the origin postal code does not match the postal code in the user's preferences, the City, State, and postal will be pre-populated with the information from the Price It session.
 - 7.1.1.4.1. If there is more than one possible city associated with the postal code, the city choices will be offered in a drop down list.

7.2. Buttons

- 7.2.1. Back
- 7.2.2. Save
- 7.2.3. Print
 - 7.2.3.1. Label or
 - 7.2.3.2. Traveler
- 7.2.4. Cancel

8. Payment page (see Common Req. #4.8.1.13)

9. Users will be taken through the Ship It pathway from this point on (see Req. #10.1.1.8)

8.2. LOGGED OFF USERS

1. Logged off Price It will have the same functionality as the logged on version with the following exceptions:
 - 1.1. The Save button shall not be displayed.
 - 1.2. The Ship Now button shall not be displayed.
 - 1.3. Defaults will not be taken from preferences. Standard defaults will be used.

8.3. QUICKPRICE

1. QuickPrice will have the same functionality as Price It, with the following exceptions.
 - 1.1. From the QuickPrice page, the user will enter:

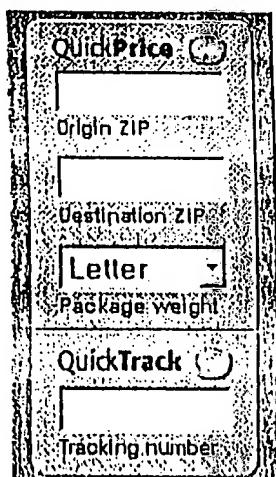


Illustration 55: Quick Price (shown with Quick Track)

- 1.1.1. Origin ZIP (text box)
- 1.1.2. Destination ZIP (text box)
 - 1.1.2.1. Only U.S. ZIP codes will be allowed.
 - 1.1.2.2. If a user enters a non-U.S. ZIP code, an error message will appear: "You have entered a non-valid ZIP code. To price a package going to a non-U.S. destination, please use the Price It tool."
- 1.1.3. Package weight (drop down list)
 - 1.1.3.1. Letter
 - 1.1.3.2. 1 lb through 150 lbs, in one-pound increments
 - 1.1.3.3. 151+ lbs.
- 1.2. On selecting Go, the user will be taken to the standard Shipping Charges page.
 - 1.2.1. If the user has selected 151+ pounds, the user will be taken to the Package Options page for package 1 of 1.
 - 1.2.2. Navigation from the page will follow standard Price It behavior.
 - 1.2.3. Standard defaults will be used to rate the package.
 - 1.2.3.1. User preferences will take precedence over standard defaults.
 - 1.2.3.2. Destination is a Business Address
 - 1.2.3.3. Packaging Type: Other Packaging
 - 1.2.3.4. Package Dimensions:
 - 1.2.3.4.1. Length 10 inches
 - 1.2.3.4.2. Width 10 inches
 - 1.2.3.4.3. Height 10 inches
 - 1.2.3.5. Carriers: All Available
 - 1.2.3.6. Service Options: None
 - 1.2.3.7. Ship Date: Today
 - 1.2.3.8. Drop Off Location: My location through scheduled pickup
 - 1.2.3.9. Standard rates
 - 1.2.4. If the user is logged on when using QuickPrice, the user will be taken to the logged on version.
 - 1.2.5. If the user is not logged on when using QuickPrice, the user will be taken to the logged off version.
- 1.3. If no rates are available for the user's package, the user will be taken to the first page of Price It.

- 1.3.1. The user's ZIP code and weight selections will be pre-populated.
- 1.3.2. An error message will be displayed: "No services are available for comparison. Please check your information and try again."

9. Sell It

9.1. LOGGED ON USERS

1. Seller's Navigation bar headings will be:
 - 1.1. Start Page (if turned on in preferences)
 - 1.2. Prepare Shipping Estimate
 - 1.3. Package Options
 - 1.3.1. For multiple-package shipments, there will be a Package Options listing for each package.
 - 1.4. Shipping Options
 - 1.5. Preview Rates and Times
 - 1.6. Finish
2. The availability of this application will be configurable by the administrator.
3. Application Start Page (if turned on in preferences)
 - 3.1. Shipment
 - 3.1.1. Origin postal code
 - 3.1.2. Number of packages in shipment
 - 3.2. Package, for each package
 - 3.2.1. Package weight
 - 3.2.2. Packaging type
 - 3.2.3. Package dimensions
 - 3.2.4. Service options
 - 3.3. Shipping Options
 - 3.3.1. Delivery Options
 - 3.3.2. Drop off Location
 - 3.3.3. Handling Charges
 - 3.4. Buttons
 - 3.4.1. Next
 - 3.4.2. Cancel
4. Prepare Your Shipping Estimate (page 1)
 - 4.1. Link to Drop off Localor (see Common Req. #4.8.1.10.9.4)
 - 4.2. Rating preparation (see Common Req. #4.8.1.3, 4.8.1.7 - 4.8.1.8.3)
 - 4.2.1. Destination information will not be included.
 - 4.3. A link to Package Options
 - 4.3.1. The label will be "Advanced Package Options".
 - 4.3.2. When selected, the user will be taken to the Package Options page for package 1.
 - 4.3.2.1. Standard page validation will apply.
 - 4.4. The fields for package weight and type will be pre-populated.
 - 4.5. Buttons
 - 4.5.1. Show Rates
 - 4.5.2. Next
 - 4.5.3. Save
 - 4.5.4. Cancel
5. Package Options (page 2)
 - 5.1. The Package Options page will be displayed:
 - 5.1.1. For package 1 when the user selects the Advanced Package Options page from the Prepare Estimate page.

- 5.1.2. For each package 2-n when the user selects a number (n) greater than one in the field "Number of Packages in my Shipment" and answers No to "All the packages in my shipment are the same."
- 5.1.3. The default value for each field will be the previously entered value for that field in the current shipment.
- 5.2. Package Weight and Type for package x of n (see Common Req. #4.8.1.8)
- 5.3. Advanced Package Options for package x of n (see Common Req. #4.8.1.9).
 - 5.3.1. Call Tag will not be available (see Common Req. # 4.8.1.9.3).
- 5.4. Buttons
 - 5.4.1. Show Rates
 - 5.4.2. Back
 - 5.4.3. Next
 - 5.4.4. Save
 - 5.4.5. Cancel
6. Shipping Options (page 3)
 - 6.1. The Shipment Information page will be displayed when the user selects Next from the Prepare Estimate or Package Options page and all required shipment and package information has been collected.
 - 6.2. Shipping Options (see Common Req. #4.8.1.10):
 - 6.2.1. Allow International shipping check box (small parcel only)
 - 6.2.1.1. If this box is not selected, no International services will be displayed on the rate grid.
 - 6.2.1.2. The box will be checked by default.
 - 6.2.2. Ship Date will not be displayed (see Common Req. # 4.8.1.10.1).
 - 6.2.3. Delivery Deadline will not be displayed (see Common Req. # 4.8.1.10.2).
 - 6.2.4. Delivery Options will not be displayed (see Common Req. # 4.8.1.10.11).
 - 6.2.5. Handling Charges will be displayed (see Common Req. #4.8.1.10.12).
 - 6.3. Save these choices as my defaults check box
 - 6.3.1. When selected, all selections on the page will replace the user's preferences.
 - 6.4. Buttons
 - 6.4.1. Preview Rates
 - 6.4.2. Back
 - 6.4.3. Next
 - 6.4.3.1. When Next is selected, a unique ID pointing to the shipment record shall be created.
 - 6.4.4. Save
 - 6.4.5. Cancel
7. Create Link or Finish (page 4)
 - 7.1. The Create Link form will appear if the affiliate has not defined "Send Enabled" data in the Administrative Tool.

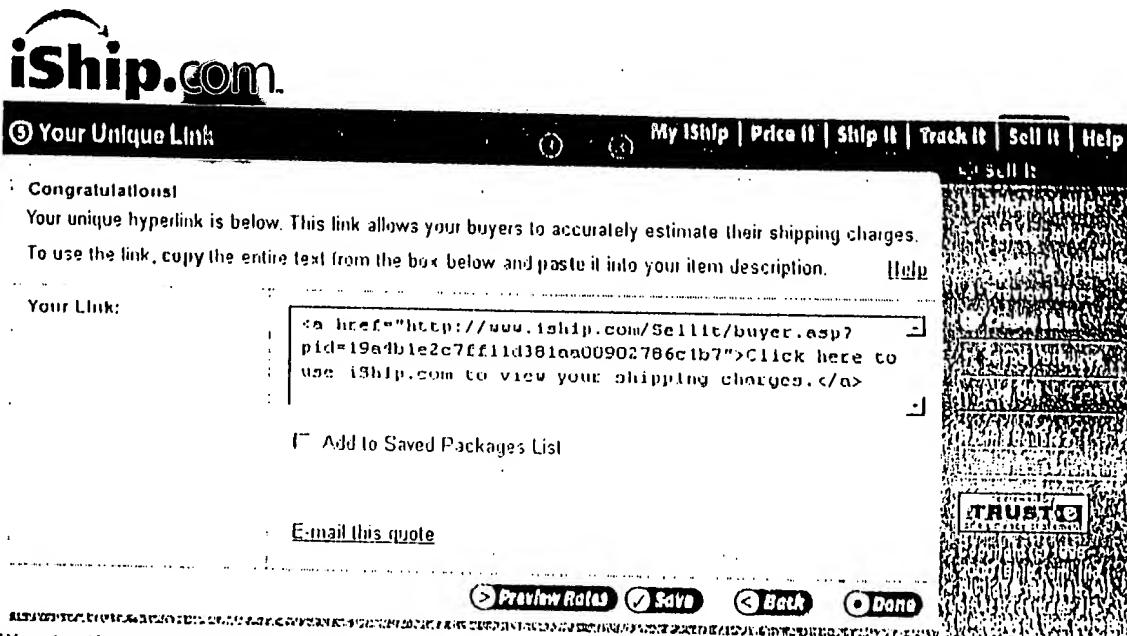


Illustration 56: Create Link

- 7.1.1. Text: "Congratulations! Your unique hyperlink is below. This link will allow your buyers to accurately estimate their shipping charges."
- 7.1.2. Text area for a URL (not shown on Finish page)
 - 7.1.2.1. For supported browsers, clicking in the memo field will cause the entire contents of the field to be selected.
 - 7.1.2.2. The URL will reference a record containing all information selected by the user in Sell It.
 - 7.1.2.3. The URL will include a small iShip icon.
 - 7.1.2.3.1. The availability of this feature will be configurable by the Administrator.
 - 7.1.2.4. The text of the link shall be: "Click here to use iShip.com to view your shipping charges."
- 7.1.3. Note text: To use the link, copy the entire text from the box above and paste it into your item description.
- 7.2. If an affiliate has defined Sell It "Send Enabled" data in the Administrative tool, the Finish page will appear.

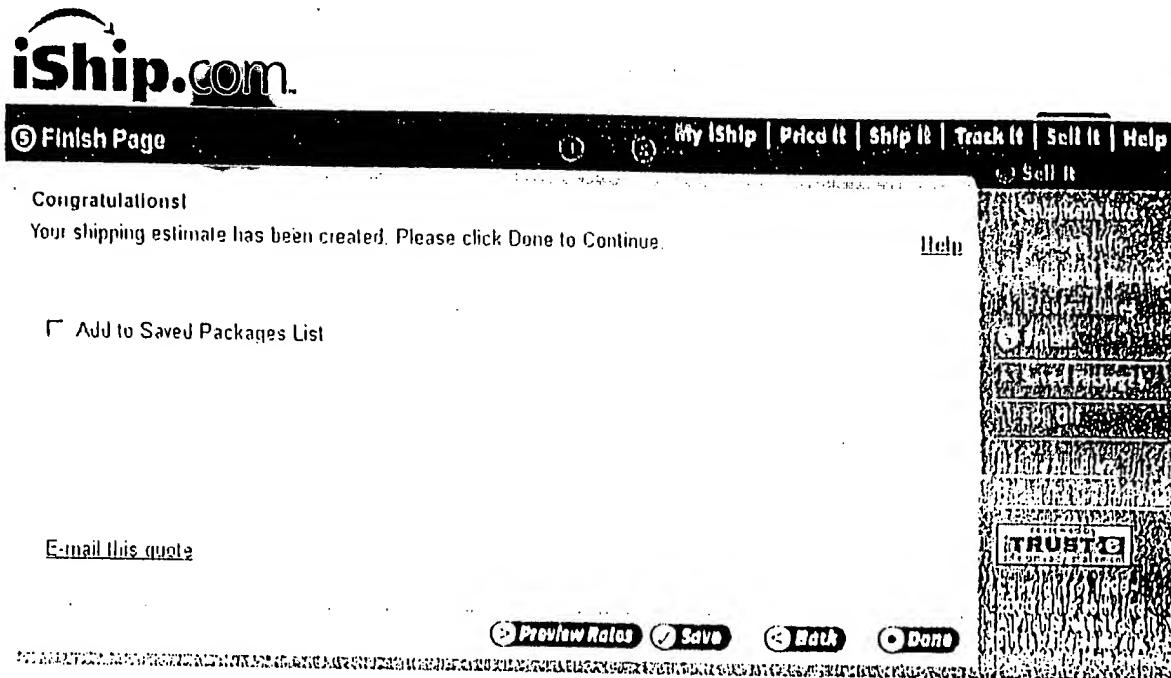


Illustration 57: Sell It Pro

- 7.2.1. Finish Text (not shown on Create Link page)
 - 7.2.1.1. Defined by affiliate
 - 7.2.1.2. If not defined, the text will read: "Congratulations! Your shipping estimate has been created. Please click Finish to Continue."
 - 7.2.1.3. The unique shipment information will be passed to the affiliate.
- 7.3. Add to Saved Packages check box
 - 7.3.1. When checked, the shipment record will be saved on Save or Done.
 - 7.3.2. If no nickname has been entered for the shipment, the Save pop up window will be displayed.
 - 7.3.2.1. The Add to Saved Packages check box will be checked.
- 7.4. E-Mail this Quote link (see Common Req. #4.8.2.15)
- 7.5. Buttons
 - 7.5.1. Preview Rates
 - 7.5.2. Back
 - 7.5.3. Done
 - 7.5.4. Save
 - 7.5.5. Cancel
8. Buyer Experience
 - 8.1. Buyer's navigation bar settings will be:
 - 8.1.1. Shipping Options
 - 8.1.2. Shipping Charges and Delivery Times

8.2. Shipping Options

Shipment DESTINATION:

Country:

City:

State:

Zip Code:

The destination address is a:

Business Residence

Guaranteed delivery time:

Yes No

The value of the contents is:

\$

Most services automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

Illustration 58: Buyer Options

- 8.2.1. Destination Information (see Common Req. #4.8.1.5 - 4.8.1.6)
 - 8.2.1.1. Destination Country will only be shown if the Seller selected "allow International Shipping"
- 8.2.2. Guaranteed delivery time (see Common Req. #4.8.1.10.3)
- 8.2.3. Carrier Loss Protection (see Common Req. #4.8.1.8.4)
 - 8.2.3.1. For a multi-package shipment, the carrier loss protection entered by the buyer will be divided equally among all packages in the shipment.
- 8.2.4. Delivery Options (freight only) (see Common Req. #4.8.1.10.11)
- 8.2.5. Buttons
 - 8.2.5.1. Next
 - 8.2.5.2. Reset
 - 8.2.5.3. Cancel

8.3. Buyer's Rale Grid

iShip.com

Preview Rates

[My iShip](#) | [Price It](#) | [Ship It](#) | [Track It](#) | [Sell It](#) | [Help](#)

[Sell It](#)

Rates and Delivery Times:
 Choose Best Price or Fastest Delivery to highlight the rate you prefer.
 To filter your results, choose options below and click the Update button.
 For more information about the Rate Grid, click More.

[Help](#)

<input checked="" type="radio"/> iShip Optimizer: <input type="radio"/> Best Price <input type="radio"/> Fastest Delivery	Next Day	2nd Day	3rd Day
	\$13.48		
			\$16.98
▼ UPS			
Next Day Air Early AM	8:00am		
Next Day Air	10:30am		
Next Day Air Saver	11:00pm		
2nd Day Air	12:00pm		
3 Day Select	End of Day		
Ground	End of Day		\$8.57

Shipping Charges: **\$8.57**

Shipment Info:

No. of Packages:	1	Destination:	Provo, UT 84606
Origin:	iShip.com Bellevue, WA 98006	United States	

Package Info:

Weight:	3.2 lb	Loss Protection:	Yes, \$15.00
Packaging Type:	My Box	COD:	...
Dimensions:	10" x 8" x 5"		

TRUSTED

[Back](#) [Done](#)

Illustration 59: Buyer Rate Grid

- 8.3.1. The Sell It Rate Grid will be displayed (see Common Req. # 4.8.2.4, 4.8.2.10.1.2)
- 8.3.2. The rate grid will show the total amount of all the packages in the shipment.
- 8.3.3. If shipment pricing is available, the rate grid will show shipment pricing.
- 8.3.4. The summary information sections will not include "Change" links.
- 8.3.5. All summary information will be displayed, except as noted in Common Req. #4.8.2.12.
- 8.3.6. Buttons
 - 8.3.6.1. Back
 - 8.3.6.2. Done

9. Preview Rates

iShip.com

④ Preview Rates • Sample Shipping Options    **My iShip | Price It | Ship It | Track It | Sell It | Help**

Below is a Preview of what your buyers will see. Try it now!

Shipment DESTINATION:

Country:	United States
City:	Ellensburg
State:	WA - Washington
Zip Code:	98926

[Look Up Zip](#) [Look Up City, State](#)

The destination address is a:

Business Residence

Guaranteed delivery time:

Yes No

The value of the contents is:

\$

Most carriers automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.

Next  **Cancel** 

Illustration 60: Preview Rates

iShip.com

Preview Rates - Sample Rates and Times

Buy iShip | Price It | Ship It | Track It | Sell It | Help

Rates and Delivery Times:
 Choose Best Price or Fastest Delivery to highlight the rate you prefer.
 To filter your results, choose options below and click the Update button.
 For more information about the Rate Grid, click More.

Help

iShip Optimizer:		<input checked="" type="radio"/> Best Price	<input type="radio"/> Fastest Delivery
<input checked="" type="checkbox"/>	Monday	2nd Day	3rd Day
<input type="checkbox"/>	\$10.46	\$11.59	\$11.47
AIR UPS			
<u>Next Day Air Early AM</u>	8:30am		
<u>Next Day Air</u>	10:30am		
<u>Next Day Air Saver</u>	2:00pm		
<u>2nd Day Air AM</u>	12:00pm		
<u>2nd Day Air</u>	End of Day		
<u>3 Day Saver</u>	End of Day		
Ground	End of Day	\$8.57	\$11.47

Shipping Charges: \$8.57

Shipment Info:	No. of Packages: 1	Destination: Prosser, WA 99350 United States
Origin:	iShip.com Bellevue, WA 98006	
Package Info:	Weight: 3.2 lb	Loss Protection: Yes, \$150
Packaging Type: MyBox		COD: ..
Dimensions: 10" x 8" x 5"		

Buy **Print**

Illustration 61: Preview Rates

Illustration 61: Preview Rates

- 9.1. The Seller will be able to duplicate the Buyer's experience by pressing the Preview Rates button from Sell It.
 - 9.1.1. On each page, the Seller will see the headline: "Below is a Preview of what your Buyers will see".
 - 9.1.2. The Seller's navigation bar will remain as it is in Sell It.
10. Request Buyer Info
 - 10.1. The item created in Sell It will be kept in a Sell It log
 - 10.2. The Seller will select the item:
 - 10.2.1. Add an item description to the record
 - 10.2.2. Add personal comments to the record
 - 10.2.3. E-mail the Buyer with a link to the record
 - 10.2.3.1. The e-mail will appear to come from the Seller's e-mail address
 - 10.3. The Buyer will
 - 10.3.1. Select the link in the e-mail to retrieve the Sell It record.
 - 10.3.2. Enter his delivery address into the record
 - 10.3.3. Select his service options
 - 10.3.4. Select a service
 - 10.3.5. Select payment options
 - 10.3.5.1. BillPoint integration for payment.
 - 10.3.6. Send an e-mail notification to the Seller
 - 10.3.6.1. The e-mail will appear to come from the Buyer.
 - 10.4. When the response from the Buyer is received, the item will appear as "purchased" in the Seller's Sell It log.
 - 10.5. The Seller will select the item to ship the package.
 - 10.5.1. The user will be displayed the Ship It Start page.
 - 10.5.2. The Start page will include all information in the Sell It record.

9.2. LOGGED OFF USERS

1. Logged off Sell It will have the same functionality as the logged on version with the following exceptions:
 - 1.1. The Save button shall not be displayed.
 - 1.2. The Add to Saved Packages link shall not be displayed.
 - 1.3. Defaults will not be taken from preferences. Standard defaults will be used.

10. Ship It

10.1.1. Standard

1. Navigation bar headings will be:
 - 1.1. Start Page (if turned on in preferences)
 - 1.2. Shipping Addresses
 - 1.3. Package Options
 - 1.3.1. For multiple-package shipments, there will be a Package Options listing for each package.
 - 1.4. Shipping Options
 - 1.5. Rates and Times
 - 1.6. Print
- 1.7. If the user has rights to ship for another user, then Ship For <proxy user name> will also appear on the navigation bar.
 - 1.7.1. The availability of this feature is configurable by the Administrator.
 - 1.7.2. When a user selects "Ship For <proxy user name>" then all shipping functionality will remain as if the current user is shipping, except:
 - 1.7.2.1. The return address shall default to <proxy user name>'s return address.
 - 1.7.2.2. The reference numbers shall default to <proxy user name>'s reference numbers.
 - 1.7.2.3. The shipments shall be associated with <proxy user name> instead of with the shipper.
2. Application Start Page (if turned on in preferences)

The screenshot shows the iShip.com Start Page with the following details:

- Shipping Defaults:**
 - Return: Jim Ship iShip.com 3535 Factoria Blvd SE Suite 500 Bellevue WA 98006 (425) 602-4348 jms@iShip.com
 - Destination: Enter required info Address Book
 - Charged
- Address Book**
- Package Information:**
 - Number of Pkg: 1
 - All the same? Yes
 - Details: 2lb 3oz 10" x 12" x 8" My own packaging Loss protection, \$150
 - Charged
- Shipping Options:**
 - Ship Date: 02/17/00 - Today
 - Delivery Deadline: 3 Days
 - Drop Off Location: My location, scheduled
 - Charged
- Shipping Charges:**
 - Service charge: \$0.00
 - Handling fee: \$0.00
 - Total: \$0.00
- Payment Options:**
 - Credit Card
 - Check
 - Cash
 - Money Order
 - Prepaid
- Logos:** Net, Credit Card, TRUSTe

Illustration 62: Ship It Start Page

2.1. Charges

2.1.1. Service charge

- 2.1.2. Service options charge
- 2.1.3. Total charges
- 2.2. Return Address
 - 2.2.1. Contact Name
 - 2.2.2. Company Name
 - 2.2.3. Street Address
 - 2.2.4. Room/Floor (Address 2)
 - 2.2.5. Department (Address 3)
 - 2.2.6. City
 - 2.2.7. State
 - 2.2.8. ZIP Code
 - 2.2.9. Telephone
 - 2.2.10. E-mail address
 - 2.2.11. Link to Address Book
- 2.3. Destination Address
 - 2.3.1. Address Nickname text box
 - 2.3.2. Contact Name
 - 2.3.3. Company Name
 - 2.3.4. Street (Address 1)
 - 2.3.5. Room/Floor (Address 2)
 - 2.3.6. Department (Address 3)
 - 2.3.7. City
 - 2.3.8. State or Province
 - 2.3.9. ZIP or Postal Code
 - 2.3.10. Country
 - 2.3.11. Telephone (required)
 - 2.3.12. E-mail address
 - 2.3.13. Delivery address Business/Residence selection
 - 2.3.14. Link to Address Book
- 2.4. Package, for each package
 - 2.4.1. Package weight
 - 2.4.2. Packaging type
 - 2.4.3. Package dimensions
 - 2.4.4. Service options
- 2.5. Shipping Options
 - 2.5.1. Number of packages in shipment
 - 2.5.2. Ship Date
 - 2.5.3. Delivery Deadline (show if selected)
 - 2.5.4. Delivery Options
 - 2.5.5. Drop off Location
 - 2.5.6. Retail Rates (show if yes)
- 2.6. Service
 - 2.6.1. Carrier
 - 2.6.2. Service
 - 2.6.3. Delivery Date
- 2.7. Buttons
 - 2.7.1. Next

- 2.7.2. Print (gray until all required fields entered)
- 2.7.3. Cancel
- 3. Shipping Addresses (page 1) (see Common Req. #4.8.1.11)
 - 3.1. Buttons
 - 3.1.1. Show Rates
 - 3.1.2. Next
 - 3.1.3. Save
 - 3.1.4. Cancel
- 4. Package Options (page 2)

iShip.com

Package Information

Number of packages in my shipment: NOTE: Enter a number greater than one for multiple packages going to the same address [\[Help\]](#)

All the packages in my shipment are the same: Yes No [\[Help\]](#)

Package #1 weighs: lbs. oz. Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds. [\[Help\]](#)

I am using the following packaging:

The value of the contents is: NOTE: Most services automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection. [\[Help\]](#)

Package Reference No.:

More options: [Advanced Package Options](#)

Illustration 63: Ship It Package Info

- 4.1. The Shipment definition section will be displayed (see Common Req. #4.8.1.7) for package 1 only.
- 4.2. The Package Options page will be displayed:
 - 4.2.1. For each package 1-n when the user selects a number (n) greater than one in the field "Number of Packages in my Shipment" and answers No to "All the packages in my shipment are the same."
 - 4.2.2. The default value for each field will be the previously entered value for that field in the current shipment.
- 4.3. Package Weight, Type and Options for package x of n (see Common Req. #4.8.1.8)
- 4.4. Advanced Package Options for package x of n (see Common Req. #4.8.1.9)
 - 4.4.1. Enterprise tracking number.
 - 4.4.1.1. The availability of this feature shall be configurable by the Administrator.
 - 4.4.1.2. If populated, this field shall always be printed on the label and/or traveler,

4.5. Buttons

- 4.5.1. Show Rates
- 4.5.2. Back
- 4.5.3. Next
- 4.5.4. Save
- 4.5.5. Cancel

5. Shipping Options (page 3) (see Common Req. #4.8.1.10)

5.1. The Shipment Information page will be displayed when the user selects Next from the Prepare Estimate or Package Options page and all required shipment and package information has been collected.

5.2. All Shipping Options (see Common Req. #4.8.1.10):

5.2.1. Show Retail Rates check box

- 5.2.1.1. Retail rates display the prices the user's customer will pay for services.
 - 5.2.1.1.1. If the user's account has retail rates available, those rates will be displayed when retail rates are selected.
 - 5.2.1.1.2. If the user's account does not have retail rates available, the user's standard rates will be displayed when retail rates are selected.
 - 5.2.1.1.3. If the user has selected handling charges in preferences, the handling charges will be added to the retail rates.

5.2.2. Handling Charges will be displayed only for freight shipments (see Common Req. #4.8.1.10.12)

5.3. Save these choices as my defaults check box

5.3.1. When selected, all selections on the page will replace the user's preferences.

5.4. Buttons

- 5.4.1. Show Rates
- 5.4.2. Back
- 5.4.3. Next
- 5.4.4. Save
- 5.4.5. Cancel

6. Shipping Charges and Delivery Times (page 4)

6.1. The Shipping Charges page (see Common Req. #4.8.2) will be displayed

6.1.1. When the user selects Next from the Shipping Options page

6.1.2. When the user selects Show Rates from any Ship It page.

6.2. The standard rate grid will be displayed (see Common Req. #4.8.2.3)

6.3. The rate grid will show the total amount of all the packages in the shipment.

6.4. If shipment pricing is available, the rate grid will show shipment pricing.

6.5. Buttons

- 6.5.1. Back
- 6.5.2. Save
- 6.5.3. Print
 - 6.5.3.1. Label or
 - 6.5.3.2. Traveler
- 6.5.4. Cancel

7. Payment page (page 5) (see Common Req. #4.8.1.13)

8. Print

8.1. Labels will be printed when:

8.1.1. The user has paid with a carrier account and the user's Enterprise account permits desktop printing of labels for the shipment.

8.1.2. The user has paid with a credit card and has used a carrier iShip supports for one-off credit card transactions.

8.1.2.1. Labels will not be printed if the selected drop off location is MBE.

8.2. Travelers will be printed when:

8.2.1. The user has selected MBE as the drop off location

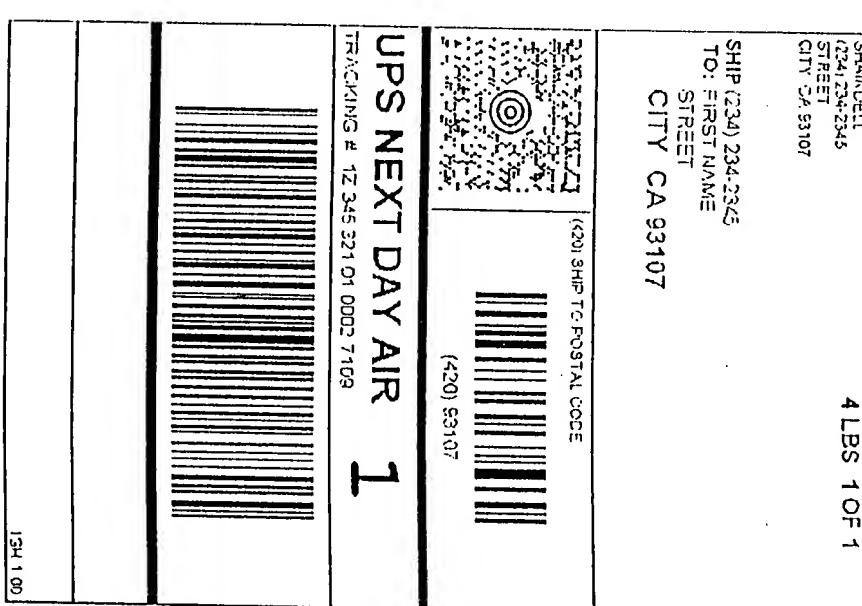
8.2.2. The user's Enterprise account does not permit desktop printing of labels for the shipment

8.3. The first label or traveler in the shipment will be displayed in a new browser window.

8.3.1. A next button will take the user to the next label or traveler in the shipment

8.3.2. A done button will appear on the last label or traveler of the shipment.

8.4. The labels and travelers will include:



Your Unique Shipping Label

iShip Tracking Number: MX 345 678

Drop Off Location: iShip.com
3535 Factoria Blvd SE
Suite 500
Bellevue, WA 98006
(425) 602-4848

Drop Off Deadline: 4:30pm

How to Use Your Label

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges.

[Help]

To prepare your package for shipment, you need to do the following:

- ❶ Use the Print button in your browser to print this page to your laser printer.
- ❷ Fold the printed page in half and use it as your shipping label.
- ❸ Place the shipping label in a transparent pouch and affix to your package so that the entire label is visible.
- ❹ Take your package to the Drop Off Location listed above.

| < Back | | Next Label > | | x Cancel |

Illustration 64: UPS Label

Your Package Traveler

This is not a shipping label. Take your package and this Traveler to an iShip.com supported shipping counter.

Shipping Addresses

Return: Lori Krell (425) 602-4848 iShip.com 3535 Factoria Blvd SE Suite 500 Bellevue WA 98006	Destination: Diane Moon (509) 786-5555 Milne Fruit 800 Bennet Ave Prosser WA 99350-8888
---	--

Package Info

Details: 1 of 1 4 lbs Carrier Box	Service: UPS Ground EPSO: 12345472 Price: \$6.35
--	---

iShip.com Tracking Number

MATKPGUZFXGJ



[< Back] [x Cancel]

Illustration 65: Traveler

- 8.4.1. Carrier label image or required traveler information
- 8.4.2. EPSO number
- 8.4.3. iShip Tracking number/Traveler number
- 8.4.4. Name and address of drop off location
- 8.4.5. Phone number of drop off location, if available
- 8.4.6. Drop off deadline for selected drop off location
- 8.4.7. Instructions on what to do next.
- 8.4.8. If user selected call for pickup
 - 8.4.8.1. Information about how to contact the carrier for pickup
 - 8.4.8.2. Link to Request Carrier Pickup
9. Success (page 6)
 - 9.1. After the print browser window is closed, the Success page will be displayed.

iShip.com

Confirmation

Your shipping request has been completed!
Directions about what to do next goes here

Your iShip Package No.: M ANEYZN 89WB1F

Your Shipment:	Shipper: Computer speakers, software, manuals 10" x 0" x 5" 4 lb 2 oz	Service: UPS Ground
		Options: Loss Protection
	Drop Off Location: Jin Ship iShip.com 3535 Factors Blvd SE Floor 5 Bellevue WA 98006 jms@iship.com (425) 602-4848	Destination: Diane Moon Mike Fruel 12020 101st Ave NE Suite 300 Edensburg WA 98926 United States (509) 555-9728
Your Charges:	Service Charge \$ 6.00 Service Options \$.15 Total Costs \$ 6.15	UPS Account: 1214 5670 9101 1213 iShip.com

Illustration 66: Success page

9.2. Text: Your Shipping Request has been completed

9.3. Fields

9.3.1. iShip Package Number

9.3.2. Shipment Info

9.3.2.1. Number of packages

9.3.2.2. Total weight

9.3.2.3. Description of goods for lead package

9.3.3. Carrier

9.3.4. Service

9.3.5. Drop off location

9.3.6. Return Address

9.3.7. Destination Address

9.3.8. Costs

9.3.8.1. Service charge

9.3.8.2. Service options charge

9.3.8.3. Total costs

9.3.9. Payment Type

10. Request Carrier Pickup

10.1. Request Cancel Carrier Pickup

11. Enterprise customers will be able to ship a package to an iShip user by entering the user's e-mail address only.

11.1. This feature will only be available for shipping to iShip users who have selected to participate in this option.

10.1.2. Without Rate Grid

- If the drop off location is MBE and affiliate has selected "no rate grid" for MBE, an alternate path through Ship It will be displayed;
- Navigation bar headings will be:
 - Start Page (if turned on in preferences)

- 2.2. Prepare Shipping Estimate
- 2.3. Package Options
 - 2.3.1. For multiple-package shipments, there will be a Package Options listing for each package.
- 2.4. Shipping Options
- 2.5. Print Traveler
- 3. Application Start Page (if turned on in preferences)
 - 3.1. Return Address
 - 3.1.1. Contact Name
 - 3.1.2. Company Name
 - 3.1.3. Street Address
 - 3.1.4. Room/Floor (Address 2)
 - 3.1.5. Department (Address 3)
 - 3.1.6. City
 - 3.1.7. State
 - 3.1.8. ZIP Code
 - 3.1.9. Telephone
 - 3.1.10. E-mail address
 - 3.1.11. Link to Address Book
 - 3.2. Destination Address
 - 3.2.1. Address Nickname text box
 - 3.2.2. Contact Name
 - 3.2.3. Company Name
 - 3.2.4. Street (Address 1)
 - 3.2.5. Room/Floor (Address 2)
 - 3.2.6. Department (Address 3)
 - 3.2.7. City
 - 3.2.8. State or Province
 - 3.2.9. ZIP or Postal Code
 - 3.2.10. Country
 - 3.2.11. Telephone (required)
 - 3.2.12. E-mail address
 - 3.2.13. Delivery address Business/Residence selection
 - 3.2.14. Link to Address Book
 - 3.3. Package, for each package
 - 3.3.1. Package weight
 - 3.3.2. Packaging type
 - 3.3.3. Package dimensions
 - 3.3.4. Service options
 - 3.4. Shipping Options
 - 3.4.1. Number of packages in shipment
 - 3.4.2. Ship Date
 - 3.4.3. Delivery Deadline (show if selected)
 - 3.4.4. Delivery Options
 - 3.5. Drop off Location
- 4. Shipping Addresses (page 1) (see Common Req. #4.8.1.11)
 - 4.1. Buttons
 - 4.1.1. Show Rates

4.1.2. Next

4.1.3. Save

4.1.4. Cancel

5. Package Options (page 2)

5.1. The Shipment definition section will be displayed (see Common Req. #4.8.1.7) for package 1 only.

5.2. The Package Options page will be displayed:

5.2.1. For each package 1-n when the user selects a number (n) greater than one in the field "Number of Packages in my Shipment" and answers No to "All the packages in my shipment are the same."

5.2.2. The default value for each field will be the previously entered value for that field in the current shipment.

5.3. Package Weight and Type for package x of n (see Common Req. #4.8.1.8)

5.4. Advanced Package Options for package x of n (see Common Req. #4.8.1.9)

5.4.1. Enterprise tracking number.

5.4.1.1. The availability of this feature shall be configurable by the Administrator.

5.4.1.2. If populated, this field shall always be printed on the label and/or traveler.

5.5. Buttons

5.5.1. Show Rates

5.5.2. Back

5.5.3. Next

5.5.4. Save

5.5.5. Cancel

6. Shipping Options (page 3) (see Common Req. #4.8.1.10)

6.1. The Shipment Information page will be displayed when the user selects Next from the Prepare Estimate or Package Options page and all required shipment and package information has been collected.

6.2. All Shipping Options (see Common Req. #4.8.1.10):

6.2.1. Handling Charges will not be displayed (see Common Req. #4.8.1.10.12)

6.3. Buttons

6.3.1. Back

6.3.2. Next

6.3.3. Save

6.3.4. Cancel

6.4. After all shipment information has been entered, the user will be displayed a summary page.

6.4.1. The summary page will be the Shipping Charges page (see Common Req. #4.8.2)

6.4.1.1. The rate grid will not be displayed.

6.4.1.2. Summary of charges will not be displayed

6.5. A Traveler will be printed

6.5.1. The Traveler will include

6.5.1.1. EPSO number

6.5.1.2. iShip Tracking number/Traveler number

6.5.1.3. Location of selected MBE

6.5.1.4. Phone number of selected MBE

6.5.1.5. Drop off deadline

6.5.1.6. Instructions on what to do next.

11. Track It

11.1.1. Navigation

1. The Track It navigation bar shall include
 - 1.1. Track a Package
 - 1.2. Pending Packages
 - 1.3. Shipped Packages
 - 1.4. Inbound Packages
 - 1.5. AT RISK: Perform End of Day
 - 1.5.1. Shown for Privileged users only
 - 1.6. If the user has rights to ship for another user, then View History for <proxy user name> will also appear on the navigation bar.
 - 1.6.1. The availability of this feature is configurable by the Administrator.
 - 1.6.2. When a user selects "View History for <proxy user name>," all logs will show the items in the database for <proxy user name>.

11.1.2. One-Field Tracking

1. Track It will allow one-field tracking of all packages shipped with supported carriers.

Illustration 67: One-Field Tracking

- 1.1. A text field for entry of a tracking number.
- 1.2. Graphic of logos of supported carriers.
- 1.3. The number of tracking numbers allowed shall be a configurable item.
- 1.4. Buttons
 - 1.4.1. Submit
 - 1.4.2. Reset
 - 1.4.3. Done

2. Track multiple packages

The screenshot shows the iShip.com tracking results page. At the top, there's a navigation bar with links for My iShip, Price It, Ship It, Track It, Sell It, and Help. Below the navigation bar, a section titled "Your Tracking Information" contains the heading "Tracking results: Click on the iShip Tracking Number for more information." A "Status as of 11/23/99, 11:22:30 AM Pacific Standard Time." message follows. A table lists five packages with their tracking numbers, destinations, services, ship dates, and delivery dates. The table includes columns for Status iShip Tracking No., Destination, Service, Ship Date, and Delv Date. The packages are:

Status iShip Tracking No.	Destination	Service	Ship Date	Delv Date
MONEYXIL92AVU1E	Prosser WA	UPS Next Day Air	02/18/00	02/21/00
MONEYXIL92AVU2E	Bellingham WA	UPS Ground	02/18/00	
MONEYXIL92AVU3E	Santa Monica CA	UPS Ground	02/18/00	
MONEYXIL92AVU4E	Portland OR	UPS Ground	02/18/00	
MONEYXIL92AVU5E	Seattle WA	UPS Ground	02/17/00	

Below the table are status icons: ⓘ Is Shipped, ⓘ Is Delivered, ⓘ Is Shipped, ⓘ Is Delivered, and ⓘ Is Shipped. On the right side of the page, there's a sidebar with a "Track" button, a "Tracking Results" link, and a "TRUSTED" logo.

Illustration 68: Results for track multiple packages

This screenshot is similar to Illustration 68, showing tracking results for five packages. The table lists the same five packages as before. However, the fifth package, "MONEYXIL92AVU5E", has a note below it stating "Unable to track. Click on the tracking number to resubmit." The rest of the interface is identical to the previous screenshot, including the status icons and the "TRUSTED" logo.

Illustration 69: Results with error for track multiple packages

2.1. When multiple packages have been tracked, display:

2.1.1. List of package summaries.

2.1.1.1. Status

2.1.1.2. Destination

2.1.1.2.1. Ship To (if known)

2.1.1.2.2. Destination place if Ship To is not known

2.1.1.3. Tracking number

2.1.1.4. Carrier/Service

2.1.1.5. Ship Date (if known)

2.1.1.6. Delivery Date (if known)

2.1.2. Each package will have a link to Tracking Information page for that package.

2.1.3. Buttons

2.1.3.1. Track Another

2.2. Done

3. Tracking Information page

3.1. When tracking a single tracking number or linking to Tracking Information from multiple-package tracking, the Tracking Information page shall be displayed.

3.2. Tracking Results:

- 3.2.1. Package Status
- 3.2.2. Carrier and Service
- 3.2.3. iShip package number if available
- 3.2.4. Carrier Tracking Number
- 3.2.5. Actual Ship Date if available
- 3.2.6. Actual or expected Delivery Location if available.
- 3.2.7. Actual or expected Delivery Date if available.
- 3.2.8. Actual or expected Delivery Time if available.
- 3.2.9. Signed For By if available.
- 3.2.10. Last Scan Information
- 3.2.11. Date and time the tracking information was presented.

The screenshot shows the iShip.com tracking results page. At the top, there's a navigation bar with links for 'Your Tracking Information', 'My iShip', 'Price It', 'Ship It', 'Track It', 'Sell It', and 'Help'. Below the navigation is a status message: 'Status as of Tuesday, November 23, 1999 11:22:00 AM Pacific Standard Time'. A 'Tracking results:' section displays the following information:

Status	IN TRANSIT
Carrier	UPS
Service	GROUND
iShip Number	M A I E Y Z H 8 9 W D I F
Tracking Number	12337-W50100023174
Ship Date	Monday, November 22, 1999
Destination	PROSSER, WA US
Expected Delivery Date	Tuesday, November 23, 1999
Expected Delivery Time	12:00:00 PM
Last Scan	11/23/99 10:30:00 AM LOCATION SCAN KENNEWICK, WA US

Below this, there are two links: 'Show me more details on this package.' and 'Add this tracking number to my Inbound Package Log.'

The 'E-mail Notification:' section contains instructions: 'Send the URL of this tracking info to e-mail recipients and/or request e-mail notification of delivery. Simply fill out names and corresponding e-mail addresses below, check the appropriate box and then click Submit.' It includes three text fields for names and three for e-mail addresses, followed by a 'Message:' text area and two checkboxes for notifications.

At the bottom, there are several buttons: 'Batch' (radio button), 'Submit' (radio button), 'Track Another' (radio button), 'Reset' (radio button), and 'Done' (radio button). A 'TRUSTED' logo is also present.

Illustration 70: Tracking Results

3.3. E-Mail tracking link:

3.3.1. The user will be allowed to e-mail the tracking URL to up to three e-mail addresses:

- 3.3.1.1. Three text fields for names.
 - 3.3.1.1.1. When a user is logged on, his Contact Name from preferences will be pre-populated in the Name 1 field.
- 3.3.1.2. Three text fields for e-mail addresses.
 - 3.3.1.2.1. When a user is logged on, his e-mail address from preferences will be pre-populated in the E-mail address 1 field.
- 3.3.1.3. A message box for a message.

- 3.3.1.4. If one or more e-mail address fields have been filled in, then:
 - 3.3.1.4.1. The names, e-mail address, and message will be stored along with the package tracking number.
 - 3.3.1.4.2. Each e-mail address will be stored only one time for each package tracking number.

- 3.3.1.5. If the package has not yet been delivered, a check box for e-mail notification of delivery will be displayed.

- 3.3.1.5.1. If the check box is selected.

- 3.3.1.5.1.1. The package will be tracked at regular intervals.

- 3.3.1.5.1.2. When the package has been delivered, the notification of delivery e-mail with the stored message will be sent once to each stored name

- 3.3.2. On Submit, the user will be returned to the initial Track It page. The text on the Track It page will read in red "Your request has been successfully submitted". In black below this message will be the text: To track another package, enter the tracking number in the field below and click on Submit.

3.4. Add to Inbound Packages link

- 3.4.1. Non-logged in users will be displayed the Log On/Register Now page.

- 3.4.2. The user will be displayed a pop-up window

- 3.4.2.1. Check box to add to inbound packages log

- 3.4.2.2. Reference number text box

- 3.4.2.3. Buttons

- 3.4.2.3.1. OK

- 3.4.2.3.2. Close

- 3.4.3. If the user selects OK,

- 3.4.3.1. The package information will be added to the user's inbound tracking log.

- 3.4.3.1.1. Reference number

- 3.4.3.1.2. Package Status

- 3.4.3.1.3. Carrier and Service

- 3.4.3.1.4. iShip package number if available

- 3.4.3.1.5. Carrier Tracking Number

- 3.4.3.1.6. Actual Ship Date if available

- 3.4.3.1.7. Actual or expected Delivery Location if available.

- 3.4.3.1.8. Actual or expected Delivery Date if available.

- 3.4.3.1.9. Actual or expected Delivery Time if available.

- 3.4.3.1.10. Signed For By if available.

- 3.4.3.1.11. Last Scan Information

- 3.4.3.2. The user will be returned to the tracking results page.

- 3.4.3.2.1. A message will be displayed: "Tracking Number <tracking number> has been added to your Inbound Package Log."

3.5. Show more details on this package link.

- 3.5.1. Displayed when:

- 3.5.1.1. The user is logged in

- 3.5.1.2. The user tracked the package using the MSI tracking number.

- 3.5.1.3. The user shipped the package or the user paid for the package.

- 3.5.2. When selected, the full details of the package will be displayed (see Req. # 11.1.3.7).

3.6. Buttons

- 3.6.1. Submit

- 3.6.2. Track Another

3.6.2.1. The Track Another button will take the user back to the initial Track It page.

3.6.3. Done

4. Unable to reach carrier

4.1. When any carrier for which a tracking request is submitted cannot be reached to update tracking information:

4.1.1. If any tracking information is stored in the iShip database, the most recent tracking information for the package will be displayed.

4.1.1.1. A message will be displayed: "<Carrier name> is not responding to our request. This information is up to date as of <date of last tracking update>. Please try your tracking request again in a few minutes."

4.1.2. If the tracking information is not found in the iShip database, an error page will be displayed: "<Carrier name> is not responding to our request. Please try your tracking request again in a few minutes."

5. Tracking Errors

② Your Tracking Information - Unable to Track

We were unable to track your package.
11W3345001Z234

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit.

Tracking number:	11W3345001Z234
Carrier:	(Select One)
Ship date (+/- 4 days):	(mm/dd/yyyy)

AIRCOURIER EXPRESS FedEx UPS UNITED STATES MAIL YELLOW

< Back

Illustration 71: Track It error page

5.1. If any tracking number entered by the user on the Track It page is not recognized by any supported carrier, the user will be taken to the Tracking Errors page

5.1.1. List of package summaries for valid packages (see Req. #11.1.2.2.1.1).

5.1.2. For each tracking number not found:

5.1.2.1. Error message:

5.1.2.1.1. "We were unable to track your package
<tracking number>

Please make sure the tracking number is correct, select a carrier from the list below, and click on Submit."

5.1.2.2. A text field for entry of a tracking number (required)

5.1.2.2.1. The tracking number previously entered by the user will be retained in the tracking number field.

5.1.2.3. A drop down list for carrier types.

5.1.2.3.1. The drop down list will contain an entry for each supported carrier.

5.1.2.3.2. The default entry for the drop down list will be "(Select One)".

5.1.2.4. A text field for entry of a ship date.

5.1.2.4.1. The ship date field will only be used if the entered tracking number is a FedEx number

5.1.3. Graphic of logos of supported carriers.

5.1.4. Buttons

5.1.4.1. Back

5.1.4.2. Submit

5.1.4.3. Reset

5.1.4.4. Done

11.1.3. Tracking History (logged on users only)

The screenshot shows the iShip.com Shipping History page. At the top, there are tabs for PENDING, OUTBOUND, and INBOUND. Below these are filters for Status (All), Ship To, and Ship Date (All). There is also a "Track It" button and a link to "My iShip". The main area displays a list of packages with columns for package status, recipient name, quantity, tracking number, carrier, date shipped, and date delivered. The list includes entries for Diane Moon, Tanya Wagner, Adam Krell, John Smith, Jacob Lewis, Carol Doyle, and ACME Co. Some packages are marked as "IN TRANSIT" or "DELIVERED". At the bottom of the list are buttons for Delete, Track It, More, and Cancel.

Status	Recipient	Quantity	Tracking Number	Carrier	Date Shipped	Date Delivered
<input checked="" type="checkbox"/> IN TRANSIT	Diane Moon	1	MATKP9G GDE73R	UPS Ground	11/22/99	..
<input type="checkbox"/> IN TRANSIT	Tanya Wagner	1	MATKP9G M6V10S	UPS Ground	11/22/99	..
<input type="checkbox"/> IN TRANSIT	Adam Krell	1	MATKP9G UDQ31C	UPS Ground	11/22/99	..
<input checked="" type="checkbox"/> IN TRANSIT	John Smith	2	MATKP9G 7HIV7W9	UPS Ground	11/21/99	..
<input checked="" type="checkbox"/> DELIVERED	Jacob Lewis	1	MATKP9G 7JBZAT	Airborne Second Day	10/19/99	10/21/99
<input type="checkbox"/> DELIVERED	Carol Doyle	3	MATKP9G MUBZAS	FedEx 2Day	10/11/99	10/13/99
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G UBQ31Z	UPS Next Day Air	10/12/99	10/13/99
<input type="checkbox"/> DELIVERED	ACME Co.	1	MATKP9G GEE93Q	Airborne Next Afternoon	10/15/99	10/16/99
<input checked="" type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 4BP31M	UPS Ground	09/24/99	09/28/99
<input type="checkbox"/> DELIVERED	Diane Moon	1	MATKP9G 7M030B	UPS Ground	09/22/99	09/24/99
<input type="checkbox"/> DELIVERED	Candace Moon	1	MATKP9G MRVPTQ	FedEx Standard Overnight	09/20/99	09/21/99
<input type="checkbox"/> DELIVERED	Jim Ship	2	MATKP9G UED319	UPS Ground	09/14/99	09/15/99
<input type="checkbox"/> DELIVERED	Tanya Wagner	1	MATKP9G 7BQ31M	UPS Ground	08/12/99	08/14/99
<input type="checkbox"/> DELIVERED	Adam Krell	1	MATKP9G MXQ19S	UPS Ground	08/02/99	08/04/99
<input type="checkbox"/> DELIVERED	Adam Krell	1	MATKP9G GDV50R	UPS Ground	07/09/99	07/11/99

Illustration 72: Tracking Logs

1. All packages shipped by the user will appear in the Outbound Shipping Log.

1.1. Shipments will be represented with a single row.

1.1.1. The summary details of the lead package in the shipment will be displayed.

1.1.2. The shipment may be rolled down to see package rows.

1.1.2.1. The shipment may be rolled back up to a single shipment row.

1.2. Buttons

1.2.1. Delete

1.2.2. Track Now

- 1.2.3. Done
2. All packages shipped to the user will appear in the Inbound Shipping Log
 - 2.1. Packages entered into inbound shipping log (see Req. #11.1.2.3.4)
 - 2.2. AT RISK: Packages shipped to user from another iShip user (see Req. #7.1.1.2.2)
 - 2.3. Buttons
 - 2.3.1. Delete
 - 2.3.2. Track Now
 - 2.3.3. Done
3. Packages shipped or pending but not manifested; voided packages; and packages saved from Price It, Sell It, or Ship It, will appear in the Pending Shipping Log.
 - 3.1. Voided packages will be removed from the display after 24 hours.
 - 3.1.1. The length of time voided packages will be displayed will be configurable.
 - 3.2. Buttons
 - 3.2.1. Void
 - 3.2.1.1. When Void is pressed, an alert box will be displayed: "Do you want to Void these packages?"
 - 3.2.1.1.1. OK
 - 3.2.1.1.2. Close
 - 3.2.1.2. If the user selects OK:
 - 3.2.1.2.1. All checked packages will be given a status of Void
 - 3.2.2. Reprint
 - 3.2.2.1. When Reprint is pressed, labels or travelers for all checked packages will be printed (see Req. #10.1.1.8).
 - 3.2.3. Done
4. A "Track now" checkbox will be displayed next to each Outbound and Inbound package
 - 4.1. When the checkbox is selected and the Track Now button is pressed, the selected packages will be tracked.
 - 4.2. After packages are tracked, the status of the packages will be updated on the page.
 - 4.3. The checked state will not be maintained after the user leaves the page.
5. Tracking logs will conform to Common List behaviors (see Common Req. #4.9).
6. Summary in log will show:
 - 6.1. Consignee (for outbound); Origin if known (for inbound)
 - 6.1.1. Contact Name
 - 6.1.2. Company Name
 - 6.2. iShip Tracking Number
 - 6.3. Reference Number
 - 6.4. Carrier/Service
 - 6.5. Ship Date
 - 6.6. Expected Delivery Date
 - 6.7. Status
7. Each package row will be a link to package level details. Details for package will show
 - 7.1. Origin Address
 - 7.2. Destination Address
 - 7.3. Costs
 - 7.3.1. Service
 - 7.3.2. Service Options
 - 7.3.3. Handling Charges
 - 7.3.4. Total

7.4. Payment

7.4.1. Payment Type

7.4.2. If payment by Credit Card, Credit Card Number

7.4.2.1. Only the last four digits will be displayed in clear text

7.5. Item description

7.6. Reference Number

7.7. iShip package number

7.8. Package Status

7.9. Carrier and Service

7.10. Carrier Tracking Number

7.11. Actual Ship Date if available.

7.12. Actual or expected Delivery Location if available.

7.13. Actual or expected Delivery Date if available.

7.14. Actual or expected Delivery Time if available.

7.15. Signed For By if available.

7.16. Last Scan Information

7.17. Date and time the tracking information was presented.

7.18. Full carrier scan information

7.18.1. AT RISK: Full carrier scan information for Yellow Freight.

7.19. Buttons

7.19.1. Repeal Shipment

7.19.1.1. The user will be taken to the first page of Ship It.

7.19.1.2. All fields will be pre-populated with the information from the copied shipment.

7.19.2. Done

8. Sorting

8.1. Clicking on a heading in a log will sort the log by that field.

8.1.1. Headings

8.1.1.1. Status

8.1.1.2. Ship To

8.1.1.3. Ship Date

8.1.1.4. Delivery Date

8.1.1.5. Carrier/Service

8.1.2. Clicking once will sort the log in ascending order.

8.1.3. Clicking again will sort the log in descending order.

9. Filtering

9.1. Status drop down list

9.1.1. List will show all status types present in the log being displayed.

9.2. Ship To text box

9.3. Ship Date Range

9.3.1. Label will be Ship Date

9.3.2. Text box for beginning date in range

9.3.2.1. Label will be "From"

9.3.2.2. After the text box a tailing descriptor will read "mm/dd/yyyy".

9.3.3. Text box for ending date in range

9.3.3.1. Label will be "To"

9.3.3.2. After the text box a tailing descriptor will read "mm/dd/yyyy".

9.3.4. Dates may be entered as mm/dd/yyyy or mmddyyyy or mm-dd-yyyy.

- 9.3.4.1. If an invalid entry is made into either date field, an error message will be displayed: "You have entered an invalid date. Please enter dates in the format mm/dd/yyyy."
- 9.3.5. Query will find all packages shipped from the beginning date to the end date, inclusive.
 - 9.3.5.1. If a beginning date is entered with no ending date, all packages shipped on that date and after that date will be shown.
 - 9.3.5.2. If an ending date is entered with no beginning date, all packages shipped on that date and before that date will be shown.
- 9.4. Update button
- 9.5. On Update, the log will show only those records meeting all criteria selected by the user.

10. AT RISK: Privileged users will see an End of Day tab.

- 10.1. List of Carriers
 - 10.1.1. Carrier Name
 - 10.1.2. Status
 - 10.1.3. Carrier Account No.
 - 10.1.4. Pickup Time
 - 10.1.5. Number of packages
 - 10.1.6. Perform End of Day
- 10.2. When End of Day is performed:
 - 10.2.1. Packages will be marked manifested.
 - 10.2.2. Packages will move to the users' Outbound packages log.